
Ticket: # 1243688 - Comcast 1 TB data caps.

Date: 10/7/2016 4:10:50 PM

City/State/Zip: Shoreline, Washington 98155

Company Complaining About: Comcast

Description

Today I received an email from Comcast that they are instituting 1 TB data caps in the greater Seattle, WA area. I then checked my data usage for the last 3 months. I tend to be between 650 GB and 750 GB of usage. I do not consider myself a heavy user. I watch shows that I stream online, listen to streamed music, and play games. Going over 1 TB in a month is easily doable for me. I pay for a specific bandwidth, not a specific amount of data. This is unacceptable. Internet connections should be treated as a utility. They are necessary for my work and personal life. How do I know they are correctly monitoring my usage? I can't trust Comcast. I'll be looking for another provider in my area, but because of Comcast's monopolies, I may not have another choice.

Ticket: # 1243692 - Comcast Data Cap

Date: 10/7/2016 4:11:07 PM

City/State/Zip: Minneapolis, Minnesota 55409

Company Complaining About: Comcast

Description

Comcast is starting to impose data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1243698 - Comcast Data Caps

Date: 10/7/2016 4:11:24 PM

City/State/Zip: Greeneville, Tennessee 37743

Company Complaining About: Comcast

Description

The addition of data caps to internet usage is absurd, although not surprising. The cable industry is being overtaken by the streaming industry, and this is a clear exploit of this change by Comcast. Don't forget, this is the same company who raises cable bills to see if people notice. They are upset that we have figured out a way to avoid their ridiculous business model and are handling it like a child would. Internet is necessary for almost all business nowadays, and many hobbies like online gaming and Netflix will suffer because of it. Ridiculous.

Ticket: # 1243699 - Comcast 1TB data cap

Date: 10/7/2016 4:11:34 PM

City/State/Zip: Indianapolis, Indiana 46236

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Not only will this affect me as an individual, this will also affect me when it comes to business. Our business uses Comcast internet services as well. A lot of our business relies on an internet connection to run. With these new data cap plans our costs could skyrocket due to Comcast's needs to pad their profits. As with any business, budgets can be tight and increasing this expense will affect other departments.

The Internet should not be limited. It is an unlimited resource unlike all other resources on earth. It is full of information and communication that improves and progresses the world. These data caps will impede all the advances the internet provides the world at the cost of lining share holder pockets.

[Ticket: # 1243742 - Comcast data caps](#)

Date: 10/7/2016 4:17:01 PM

City/State/Zip: Indianapolis, Indiana 46268

Company Complaining About: Comcast

Description

Data caps are in place in a noncompetitive market where few options exist.

Ticket: # 1243703 - Data Caps on SuddenLink Internet

Date: 10/7/2016 4:12:22 PM

City/State/Zip: New Bern, North Carolina 28562

Company Complaining About: Sudden Link

Description

SuddenLink is placing data caps on its home internet services as low as 250GB. This is clearly a violation of net neutrality.

Ticket: # 1243711 - data caps

Date: 10/7/2016 4:13:25 PM

City/State/Zip: San Francisco, California 94127

Company Complaining About: Comcast

Description

Comcast has put a data cap on my internet usage

Ticket: # 1243712 - Data Caps on Xfinity

Date: 10/7/2016 4:13:29 PM

City/State/Zip: Orland Park, Illinois 60467

Company Complaining About: Comcast

Description

Data caps on wired networks are completely arbitrary and technologically unnecessary. Coupled with Comcast's own whitelisting of their own Stream TV service on an 'internal network,' this creates an arbitrary cap that is intended to stop the proliferation of cord cutting services such as Sling TV and Netflix. This is entirely anti-consumer and needs to be stopped.

Ticket: # 1243715 - Comcast Data Caps

Date: 10/7/2016 4:13:46 PM

City/State/Zip: Baldwinsville, New York 13027

Company Complaining About: Comcast

Description

Comcast has announced that they will be instituting a data cap of its internet customers in select markets on November 1st, with the intention to roll out similar caps nationwide. Please take action to review the reasoning and science behind this decision as well as why and how they came up with these limits.

Bare in mind that in many markets consumers don't have a choice in their internet providers and in cases that they do have a choice the options simply aren't comparable in regards to cost and bandwidth. Comcast, and other ISPs like Verizon, have benefited significantly from federal subsidies and tax breaks financed by every tax paying American to build and maintain their networks. Soaking people to pad already record profits based on illegitimate reasons is insufficient cause to impose these kinds of caps.

If it's the will of the FCC to permit data caps, then please take a stand on the lobbying and legal actions taken by every ISP to prevent competition, whether from rivals, direct start ups, or cities and towns attempting to launch their own municiple services. In my region Verizon was prevented from a full roll out FiOS in many areas because of archaic and monopolistic agreements between those towns the incumbent cable provider. And in many other areas around the country ISPs have bound cities and towns up in court to fight competition.

Please continue to fight to keep the internet and it's access fair and open. What starts at "99% of our customers won't be impacted" will eventually turn in to everyone being impacted. Especially as more and more people flee traditional media and turn to the internet. Look at how quickly the cell phone market went from unlimited data being offered by every carrier to 2Gb caps for effectively the same rate. The same thing will happen in this market as well.

I am all for Comcast making the money that it needs to grow and compete but exploitative and deceptive tactics should not be allow in such a regulated and intentionally limited market space.

Ticket: # 1243724 - Data caps

Date: 10/7/2016 4:15:13 PM

City/State/Zip: Antelope, California 95843-5671

Company Complaining About: Comcast

Description

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1243730 - New Comcast Data Cap

Date: 10/7/2016 4:15:49 PM

City/State/Zip: Colorado Springs, Colorado 80923

Company Complaining About: Comcast

Description

Unfair business practices. Comcast is using data caps to push customers into using it's own Xfinity TV services. Comcast says customers are free to use other providers, such as Netflix and Hulu. However, using these providers will contribute to overall data usage (and therefore count towards the new data caps), but Comcast's Xfinity TV does not.

In other words, Comcast is restricting my ability as a consumer to use another television provider on their network. This is the very definition of an anti-trust violation. Pseudo internet monopolies, such as Comcast, have been holding back innovation and subsequently limiting our nation's public internet infrastructure for far too long.

Please, I beg you, DO SOMETHING ABOUT THIS!!!

Ticket: # 1243732 - Comcast Broadband Data Caps**Date:** 10/7/2016 4:16:07 PM**City/State/Zip:** Keizer, Oregon 97303**Company Complaining About:** Comcast

Description

Comcast just announced an expansion of their broadband internet data caps to include the State of Oregon, where I live. This announcement is nothing more than a cash grab from a company that is trying to protect market share. In addition, their internet metering method is suspect as they provide no detailed information on what is using the bandwidth. Currently, they only tell me that I'm using over 2 terabytes of bandwidth but provide no details on how that's possible.

In addition, this cap will cost consumers significant amount of money since they don't take into account software updates, such as patches to Windows or consumer's cell phones that will need to be downloaded for security reasons. Overall this is an anti-consumer move by Comcast and needs to be reigned in.

Ticket: # 1243752 - Data cap

Date: 10/7/2016 4:17:51 PM

City/State/Zip: Santa Cruz, California 95060

Company Complaining About: Comcast

Description

Dear Sir or Madam, I have internet only service from Comcast in the California Bay area. Comcast has instituted a 1TB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 1TB limit?

Approximately 4 hour of full HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have three members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 1243772 - Comcast Xfinity 1TB Date Cap

Date: 10/7/2016 4:20:31 PM

City/State/Zip: Vancouver, Washington 98661

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB. Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1245560 - Comcast Data Caps an affront to Net Neutrality

Date: 10/7/2016 8:20:58 PM

City/State/Zip: Eugene, Oregon 97402

Company Complaining About: Comcast

Description

Today I read an article stating that Comcast would be rolling data caps out to my state, Oregon, on November 1st. I, like many other consumers, have a number of problems with this, both personal and global. This is an issue with bigger implications than just that of myself, however.

My personal problems are as follows:

According to Comcast's own subscriber agreement policy,

"We may change our prices, fees, the Service(s) and/or the terms and conditions of this Agreement in the future. Unless this Agreement or applicable law specifies otherwise, we will give you thirty (30) days prior notice of any significant change to this Agreement. If you find the change unacceptable, you have the right to cancel your Service(s). However, if you continue to receive Service(s) after the end of the notice period (the "Effective Date") of the change, you will be considered to have accepted the changes. You may not modify this Agreement by making any typed, handwritten, or any other changes to it for any purpose."

Source: <http://www.xfinity.com/corporate/customers/policies/subscriberagreement.html>
Paragraph two.

I was not informed of this change, taking place on November 1st, until today, October 7th, at 12:31 PST. I was informed via email to my Comcast email account, which I neither use, nor check. I wouldn't even have verified that they sent me a notice unless I'd read the independent article regarding the data caps in the first place. Comcast breaches it's own agreements for its own convenience. They say we have the right to cancel service, but they know we have no real alternatives to their service.

Furthermore, Comcast is now offering 'unlimited data,' or, the plan I am _currently on_ until these stealth changes take effect on November 1st, for \$50 MORE a month, nearly doubling my current, promotionally discounted bill. This is not a 'value added' service; it's the same service I've always had, just now, I have to pay more for it. I was not told about data caps when I renewed my annual contractual agreement with Comcast last month; I did not agree to them, nor do I want them, but here I am, locked into a yearly agreement that I couldn't leave even if I wanted to. There is nowhere else to go as far as high speed internet is concerned.

According to Netflix this is the amount of data you will use per hour: 1 GB per hour for SD (Standard Definition) 3 GB per hour for HD (High Definition) 7 GB per hour for UHD (Ultra High Definition also known as 4K).

<https://www.whistleout.com.au/Broadband/Guides/Netflix-data-usage-and-speed-requirements>

This is for one person. Based on an average 10 hours of TV per week, that's 200GB in high definition. Most people I know watch more than 10 hours per week. What about families streaming on different screens? What about games downloads that approach 50GB each? What about 4k? Comcast says 'That's ok, we'll never charge you more than an additional \$200 per month, or you can keep the plan you have now with unlimited data for an additional \$50 per month.' That is unacceptable. This is just part of the war on Net Neutrality.

Comcast charges customers in my city an internet 'city license fee.'

<http://registerguard.com/rg/news/local/34777474-75/story.csp>

My city, Eugene, charges Comcast a tax to utilize the city's rights of way. Comcast then passed this charge straight to the customer. I am charged an additional \$4.20, noted on my bill as a 'city license fee,' per month. Is this really a taxation of Comcast, or the consumer? Why is there no provision in place to prevent this sort of taxation trickle-down?

My global problems with Comcast are as follows:

Federal Courts have ruled the internet is a utility and should be treated as such. Why then are ISPs like Comcast able to block alternate providers like Google from utilizing utility poles to install fiber optic networks and provide a reasonable competition in the internet service provider market? Why are cable companies like Comcast given special treatment and access to our utility poles? Why are competitors being discouraged from entering the space with competitive prices and services? How long will you allow these monopolies to continue? Why are consumers taking the brunt of all of this?

In my area, Comcast has no reasonably comparable competition. It is the same in many areas. With no competition, internet users are faced with either paying exorbitant prices for subpar speeds, or paying an affordable price for service that is little better than dial-up. I would gladly switch to ANY competitor with a reasonably similar speed.

The people do not want data caps. Comcast likes to say that 'more than 99 percent of their customers do not use a terabyte of data.' If so few people are 'stressing the system' with their excessive data usage, why are there caps to begin with? Will Comcast's statement still hold true when 4k streaming hits the market in the coming years?

Broadband in the US is woefully behind the rest of the developed world. We pay more for much less, an average of \$55 a month for broadband service, while countries with faster connections like France, Russia and the U.K. all come in at under \$45 a month. Even the citizens of Hong Kong—which averages the fastest Internet speeds in the world—pay over 40 percent less than American customers, with an average cost of \$31 a month for broadband service.

The breakdown of the cost per megabit for broadband continues the disheartening trend for Americans. At \$3.50 per megabit, we are lagging behind countries like Russia (\$0.98) and Ukraine (\$0.90). Companies like Comcast are hampering progress by keeping us locked in paying more for

less, and rarely increase their speed or infrastructure with their profits - when they do, it's always marginally and because they have to. With all the money spent on lobbying against Net Neutrality, Comcast could upgrade its infrastructure and provide that value to the consumer, who would be happy to pay for better service.

The internet is an important basic service that is as essential as the phone and power and should be available to all Americans, rather than a luxury that does not need close government supervision. It is important to children, who need it to participate in school and for every day people to participate in the modern economy. We WANT better broadband in this country. We just want the CHOICE of being able to get it. We want municipal broadband. With monopolies like Comcast's in place, we're unable to pursue reasonable alternatives in the market place.

Thank you for your time and consideration.

Ticket: # 1243771 - Comcast Data Caps

Date: 10/7/2016 4:20:26 PM

City/State/Zip: Hillsboro, Oregon 97123

Company Complaining About: Comcast

Description

Comcast is implementing a 1 TB data cap on all customers with the ability to pay for more data once that cap has been reached. That cap should not exist, as the internet should not be arbitrarily limited based off of the business decisions of a near-monopoly. The 1TB limit is incredibly restricting, especially with the rise of cable cutting services such as Netflix or Hulu.

Ticket: # 1243773 - Comcast Datacap Implementation**Date:** 10/7/2016 4:20:32 PM**City/State/Zip:** Renton, Washington 98058**Company Complaining About:** Comcast

Description

There is no reason for them to add this data cap other than a cash grab in an attempt to get out in front of increases in data usage as technology advances. There has been no proof that providing unlimited high bandwidth has any effect on service. Slow downs are due to monopolistic practices and them intentionally dragging their feet deploying their fiber network. They're constantly involved in unacceptable and unethical business practices, this being only the most recent.

In addition there is also potentially misleading information distributed in their notification email. It references my "average usage over the last three months". This average was only for one month, being a 7 day period before the end of the cycle making it seem vastly different from what my actual usage was. This made it seem like their cap was a great degree more generous/more than enough from what it actually is.

Ticket: # 1243776 - Comcast Xfinity Data Caps**Date:** 10/7/2016 4:20:55 PM**City/State/Zip:** Hillsboro, Oregon 97124**Company Complaining About:** Comcast

Description

I just received an email notifying me that my service will have data caps starting on Nov. 1st. This is unacceptable. They claim that 99% of their customers don't get close to the 1 TB of data they are providing. That is irrelevant. Whether you use 1 GB or 1024 GB of data, you should not be limited. Internet is necessary to live in the modern world. Internet is a utility and should be treated as such. This would be like the water company putting a cap on how much water we could use per month.

People will be using a lot more internet in the coming years with the advent of 4k streaming. Comcast doesn't need to do this. They just want to further strangle the customer because they are bleeding cable subscriptions. This is a joke and I hope something is eventually done about it.

Ticket: # 1243783 - Comcast Data Cap

Date: 10/7/2016 4:21:33 PM

City/State/Zip: Scappoose, Oregon 97056

Company Complaining About: Comcast

Description

The newly imposed data cap by Comcast is a clear cash grab by an entrenched monopoly. To make matters worse they are exempting their own services in an effort to overtly cut off any possible video competition. There have been no reports that show data caps are needed to help with network congestion, and in fact, execs at Comcast state that it is a business decision, not a technical one.

Ticket: # 1243787 - Comcast 1 TB data cap with overage charges

Date: 10/7/2016 4:21:54 PM

City/State/Zip: Auburn, Washington 98001

Company Complaining About: Comcast

Description

Comcast has announced they will be adding a 1 TB data cap on their internet services Comcast is imposing these arbitrary limits and penalties on customers simply because it can. Without any real warrant or promises of improved services, merely saying they are attempting to “introduce some more fairness” - Which means nothing, lines do NOT have limits based on how much data is downloaded. They are simply adding this as a means to make more money. As many customers have been removing television and other services as almost all online services are cheaper and better quality (for watching TV shows, movies, and using a Cell phone as the traditional house phone) They have been aggressively attacking consumers to 'upgrade' back plans to add Television, Phone, and packages regardless of what you are trying to contact them about, and these have failed so now they are moving into making up reasons to charge more for their services.

Ticket: # 1243792 - Comcast California Datacap

Date: 10/7/2016 4:22:23 PM

City/State/Zip: Oakland, California 94610

Company Complaining About: Comcast

Description

I think we need additional changes to our regulations and/or laws to introduce competition into the broadband market. It seems Comcast has a monopoly in various regions allowing them to introduce this data cap. From what I understand there is no good technical reason to introduce a data cap purely a business one. I would immediately switch to a competitor if there was one in the area offering speeds close to Comcast however since there the only one that has cable deployed in my area i am forced to stick with them for the time being.

Ticket: # 1243803 - Comcast Data Caps

Date: 10/7/2016 4:23:06 PM

City/State/Zip: Newark, California 94560

Company Complaining About: Comcast

Description

Comcast is applying a data cap to my Internet. This is unacceptable way to just grab more money from consumers that are already paying so much for their services.

Ticket: # 1243805 - Comcast Caps

Date: 10/7/2016 4:23:12 PM

City/State/Zip: Redwood City, California 94061

Company Complaining About: Comcast

Description

Comcast will begin enforcing data caps on residents of my state and many others. There is no technical reason for this. The company is not running out of "internet." They have plenty of bandwidth to carry the traffic. This is purely a play for more profits in a country and from a company that's making sickening profits over a technology that's decades old and receives very few updates. I'd leave the service, but there aren't any good competitors that offer the speed in the area I require. This is an absolute abuse of the net neutrality and is a sickening profit grab for a service that already price gouges. The only "Competition" in our area offers speeds that are half as fast at their max and while the cost is cheaper it certainly doesn't meet the requirements for our needs within my apartment.

Ticket: # 1243807 - Comcast Data Cap

Date: 10/7/2016 4:23:18 PM

City/State/Zip: North Highlands, California 95660

Company Complaining About: Comcast

Description

I believe it is unacceptable to place data caps on home internet.

Ticket: # 1243813 - Comcast Data Cap

Date: 10/7/2016 4:23:46 PM

City/State/Zip: Westland, Michigan 48186

Company Complaining About: Comcast

Description

Dear Sir or Madam, I have internet only service from Comcast in the Detroit area. Comcast has instituted a 1000GB per month data cap where each additional 50GB is charged at a rate of \$10 beginning on November 1st. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Go, Hulu, or Netflix accrues against the 1000GB limit?

We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

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

There are no other choices for "Cable" Internet in my area in order for me to retain the speed that I am accustomed too. My only options are Satellite and DSL.

Ticket: # 1243818 - Comcast data caps

Date: 10/7/2016 4:24:36 PM

City/State/Zip: Syracuse, Utah 84075

Company Complaining About: Comcast

Description

Comcast has given less than one month notice and is implementing data caps. They haven't provided a useful tool for reliably measuring usage. It is often incorrect and doesn't provide a way to be notified as you approach the limit.

Ticket: # 1243824 - Comcast Data Cap

Date: 10/7/2016 4:24:57 PM

City/State/Zip: Mountain View, California 94040

Company Complaining About: Comcast

Description

I have been a long time customer of Comcast. I live in California where Comcast will be enforcing 1 TB data cap starting from November 1, 2016.

Now, I should disclose that my usage is well below 1 TB. But that is my usage today.

In the future, as my kids grow older, they will use more Internet. Higher definition video will become common and other future technology will demand more bandwidth. Meanwhile, Internet in other countries will eclipse United States and our country will become less competitive as consumers begin fearing data use.

We need to encourage progress and capping data bandwidth is counter to progress. Please prevent Comcast from abusing their power and crippling progress.

Ticket: # 1243830 - Comcast Data Cap

Date: 10/7/2016 4:25:25 PM

City/State/Zip: Highlands Ranch, Colorado 80129

Company Complaining About: Comcast

Description

I find it ridiculous that comcast is charging more for something that does not cost them anymore money. Charging for access to internet because we may go over 1tb of data. This data cap is against open internet.

Ticket: # 1243836 - Comcast data caps and packet modification

Date: 10/7/2016 4:25:48 PM

City/State/Zip: Corvallis, Oregon 97330

Company Complaining About: Comcast

Description

Comcast has just now notified me that they are implementing a data cap for home internet in Oregon (less than one month before it takes effect). I believe this to be anti-competitive behavior as it affects their direct competitors (Netflix, Amazon Prime) while not affecting their own entertainment service.

Additionally, in the email announcing the data caps Comcast, in not so many words, admits to employing packet modification strategies in order to alert users to their data usage status. Intercepting and altering data packets is, I believe, illegal.

Where I live there is no broadband alternative to Comcast. I work from home several days a week in order to commute less and to care for my child. As telecommuting requires a reliable broadband connection, I cannot downgrade to a DSL or non-broadband alternative in my area. This effectively eliminates my ability to "vote with my dollar".

Ticket: # 1243840 - Comcast Data Caps**Date:** 10/7/2016 4:26:24 PM**City/State/Zip:** Elk Grove, California 95758**Company Complaining About:** Comcast

Description

Comcast announced today that they are implementing a 1TB data cap on the majority of their customers. This data cap is designed to dissuade consumers from "cutting the cord" from cable television. It is anti-competitive and anti-consumer. 1TB is an unreasonable cap in today's age of 4K video streaming, digital video game downloads, and more. The cap will stifle innovation and restrict the freedom of the internet. The FCC needs to step in and curtail the cable company local monopolies. Lack of competition in this area has led to these blatantly anti-consumer policies and more will come if something isn't done.

Ticket: # 1243863 - Comcast Data Caps**Date:** 10/7/2016 4:28:38 PM**City/State/Zip:** Seattle, Washington 98116**Company Complaining About:** Comcast

Description

The way that Comcast and other ISP use data caps is a direct violation of net neutrality. They already have a monopoly on their specific regions of the US and zero competition. These data caps are going to help them limit the content that their competitors can provide over their network. Comcast has online streaming features that magically don't use up your data cap but Netflix streaming does use your data cap. How on earth is that not a violation of net neutrality. The US should be leading the world when it comes to technology but at this point there are so many laws and restrictions for consumers and corporations that the US will be failing at the back of the pack.

Ticket: # 1243855 - Residential internet data caps**Date:** 10/7/2016 4:28:02 PM**City/State/Zip:** Santa Clara, California 95051**Company Complaining About:** Comcast

Description

I disagree with the implementation of data caps for internet connections. I am a big gamer, and live with a housemate who is also a big gamer. We are constantly buying games for PS4, Xbox One, PC (Steam, Origin, Uplay) that typically range from 10GB (gigabytes) to 50GB (gigabytes), not including incremental updates for both the games and operating systems of all systems involved. Since we rightfully share an internet connection in the same household, all of our usage is effectively doubled, for gaming alone. We each own a PC, PS4, and Xbox One. Before including streaming services like Netflix, Hulu, and Twitch.tv our data usage is very high. What's worse is that if I disagree with Comcast's practices, I don't have much choice over choosing another provider that can provide any worthwhile speed.

[Ticket: # 1243869 - Kill Comcast, datacaps](#)

Date: 10/7/2016 4:29:07 PM

City/State/Zip: Corvallis, Oregon 97333

Company Complaining About: Comcast

Description

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

Ticket: # 1243881 - Comcast data caps

Date: 10/7/2016 4:30:29 PM

City/State/Zip: Frederick, Maryland 21703

Company Complaining About: Comcast

Description

I feel by Comcast implement in data caps on their internet service they are going against net neutrality, by being anti competitive with online streaming services.

Ticket: # 1243936 - Comcast new data caps

Date: 10/7/2016 4:37:12 PM

City/State/Zip: Rochester Hills, Michigan 48307

Company Complaining About: Comcast

Description

1TB data caps have been implemented in my area by Comcast. A \$200 fine is the penalty for going over this limit. This is unfair. Please take care of this before Hilary gets in office.

Thanks,

(b) (6)

Ticket: # 1243896 - Comcast Implementing Data Caps

Date: 10/7/2016 4:32:34 PM

City/State/Zip: Chicago, Illinois 60609

Company Complaining About: Comcast

Description

Comcast is rolling out 1TB data caps nationwide. Data caps are unacceptable in this day and age.

Ticket: # 1243902 - Concern regarding Comcast 1tb data limit policy.

Date: 10/7/2016 4:33:01 PM

City/State/Zip: Panama City Beach, Florida 32413

Company Complaining About: Comcast

Description

I've been made aware that Comcast will be starting a 1tb cap in my area. This concerns me in a number of ways.

1. I work from home as a consultant for a software company, and 1tb is within the realm of typical monthly usage for me. The notion of a new additional cost is offensive, as there is not a new cost to the company. I'm not being given better service. I'm being extorted. the 'second tb' of data i get is not somehow harder to deliver to me than the first - yet it costs quite a bit more.
2. The notion that using some services in specific manners (watching netflix over a device I own/manage) will 'cost' me my data cap, whereas consuming it in a device/platform they own (using netflix on their cable boxes that I cannot own/manage) will not strikes me as deeply unfair and disconcerting.
3. A cap will stymie the speed at which our country's streaming media expands in it's quality, breadth, and scope. This connectivity with the world is our generation's crowning achievement.. our gift to the future. Who would purposefully, needlessly, throttle it?

Ticket: # 1243906 - Comcast Data Caps Are Unreasonable

Date: 10/7/2016 4:33:32 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: Comcast

Description

Comcast has announced they are rolling out 1TB data caps nationwide starting in November of 2016. I find this decision to be unreasonable and explicitly against the ideas of a free and open internet. Especially considering the fact that Comcast has a monopoly on internet and cable TV service in a good part of the decision to implement data caps is going to result in limited usage of the internet with no other option. This is going to effect every user, not just those using higher than average amount D of data, as it sets a precedent for metered usage which will inevitably drive the cost of internet usage up.

If I hadn't any other option for high speed internet I would switch in a heartbeat. It is my opinion that the government needs to regulate ISPs and the internet in a similar way to how utilities are regulated. These business practices are inherently anti-consumer and should be stopped immediately.

Ticket: # 1243913 - Comcast 1TB Data Cap.

Date: 10/7/2016 4:34:09 PM

City/State/Zip: Parker, Colorado 80134

Company Complaining About: Comcast

Description

I would like to formally file a complaint that Comcast will be placing a data cap on their Internet services. When going over the 1TB cap, customers will be charged \$20 for each 50GB over utilization.

I'm currently a normal Netflix streamer and work from home and use 500GB on average. A 1TB limit will be blown away in the. Extra few years easily with 4K services, etc. Also, I signed up for my service with no mention of a data caps and feel borderline bait and switch.

Ticket: # 1243917 - Comcast Data Caps

Date: 10/7/2016 4:34:38 PM

City/State/Zip: Mercer Island, Washington 98040

Company Complaining About: Comcast

Description

Comcast is now introducing a data cap for Internet services which I believe is a punishment for customers who solely choose Comcast as an Internet service provider and not as a cable TV or telephone service provider. They are trying to discourage users who prefer streaming their television shows through services like Netflix, Hulu, Amazon, etc.... Comcast already has an awful reputation with providing inconsistent service at questionable rates, and for most people (myself included), we are limited in our choices for internet service providers and do not have access to broadband outside of Comcast.

Ticket: # 1243923 - Comcast + Data Cap**Date:** 10/7/2016 4:35:14 PM**City/State/Zip:** Renton, Washington 98058**Company Complaining About:** Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1243926 - Data Caps - Comcast

Date: 10/7/2016 4:35:33 PM

City/State/Zip: Denver, Colorado 80204

Company Complaining About: Comcast

Description

I called in to Comcast to ask about the technical justification behind these data caps. After several transfers I was informed this was not an issue that would be discussed with me even though I am their customer they felt no obligation to divulge any information regarding this change of policy.

I continued to press my case and was eventually informed the data caps do not alleviate issues with excess bandwidth usage nor do they improve the speeds of their customers internet connections. In summary, these data caps have no technical justification and are purely motivated by greed.

It is my hope the FCC, in the best interest of the citizenry they serve, will rule against such policies that extra hard earned cash from tax paying citizens without providing any benefits.

Thank you very much for your time.

Ticket: # 1243927 - Comcast Data Cap

Date: 10/7/2016 4:35:42 PM

City/State/Zip: Visalia, California 93277

Company Complaining About: Comcast

Description

I just received an email today from comcast outlining the new data cap that will be in my area starting on nov 1st. I live in Tulare county California and have not had a data cap until now. after carefully researching the issue I feel that Comcast's explanation that their caps are for fairness is bogus. there is no internet creation machine, there is no finite limit to data, there is no reason for a cap.

the end result of the new cap being enforced starting on nov 1st is myself and many others being forced to upgrade our plans to include a \$50.00 unlimited data addon to our plans that have always had unlimited data.... or switch to another provider (no other provider in my area can provide even 1/10 the speed of comcast therefore no other option for me)

Ticket: # 1243942 - Data Caps

Date: 10/7/2016 4:38:26 PM

City/State/Zip: Petaluma, California 94954

Company Complaining About: Comcast

Description

Comcast will be instituting a 1TB/month data cap, which I believe is inappropriate and will negatively impact how the internet is used. While 1TB/month may be acceptable for some users, I do not trust Comcast to place thresholds in a way that would be fair for customers. Government prevention/regulation of this practice is needed.

Ticket: # 1243950 - Comcast Data Caps

Date: 10/7/2016 4:38:58 PM

City/State/Zip: Ypsilanti, Michigan 48198

Company Complaining About: Comcast

Description

Comcast has recently applied a 1TB data cap to my service. Services offered by Comcast are not subject to this data cap. This is anti-competitive behavior that can't be tolerated, especially since I have no other alternative for high speed internet in my area. Other services I want to consume are in direct competition with Comcast's offering, and Comcast is abusing its captive audience and even admits in internal memos that these data restrictions are not about any technological issue (<http://www.theverge.com/smart-home/2015/11/7/9687976/comcast-data-caps-are-not-about-fixing-network-congestion>).

Allowing this data cap rollout to proceed sets a dangerous precedent and Comcast's monopolistic behavior should not be tolerated.

Ticket: # 1243952 - Comcast Datacap

Date: 10/7/2016 4:39:05 PM

City/State/Zip: Pueblo, Colorado 81003

Company Complaining About: Comcast

Description

Comcast added a 1TB cap to my previously unrestricted internet connection. This is a drastic change to Comcast services, and at the least consumers should have had more notice to this drastic change. There are no reductions in cost of the service now that it is capped, and uncapped service costs significantly more. Comcast states that only 1% of their users use over the 1 TB limit, so why even create a cap to begin with. One percent of their subscriber base does not account for a majority of their operations costs. Now that a limit is in place, it would be simple for Comcast to lower the data cap. This could be detrimental to technological advancements to the general public, such as UHD video streaming, Game streaming, and general cloud services as a whole. Comcast is finding ways to charge every last person for every byte consumed over their network, while they are more profitable than ever.

Ticket: # 1243954 - Comcast is imposing a data on my internet service at 1TB.

Date: 10/7/2016 4:39:31 PM

City/State/Zip: Saint Paul, Minnesota 55106

Company Complaining About: Comcast

Description

I got an email from comcast yesterday that they are implementing a data cap on my account. This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1243965 - XFINITY Terabyte Internet Data Usage Plan

Date: 10/7/2016 4:41:11 PM

City/State/Zip: Bensenville, Illinois 60106

Company Complaining About: Comcast

Description

Data caps are an unfair method of limiting access to the internet and should not be allowed. Also, packet modification is an inappropriate way to alert users of data usage. Please work to remove data caps as a limiting factor to usage of services on the internet.

[Ticket: # 1243969 - Comcast data caps](#)

Date: 10/7/2016 4:43:18 PM

City/State/Zip: Springfield, Oregon 97477

Company Complaining About: Comcast

Description

Data caps are unacceptable! Comcast already has a history of milking every last penny from their customers, don't let them get away with this!

Ticket: # 1243982 - Comcast 1TB Data Caps

Date: 10/7/2016 4:46:11 PM

City/State/Zip: Philadelphia, Pennsylvania 19148

Company Complaining About: Comcast

Description

Comcast is planning to roll out data caps in several areas over the next couple of months and it's anti-consumer. 1TB of a bandwidth a month might be fine today, but as more 4K video content is made available to people, a 1TB cap will quickly become a hindrance.

I work in media and regularly use upwards of 700GBs a month just by myself working with mainly 1080p video content. This cap would directly impact my ability to work and provide a reliable internet connection for my household once more of my work is in 4K, which is only a matter of time.

Comcast is already directly charging Netflix money so they don't throttle Netflix users, with this cap, who's to say they won't start charging every content provider to avoid having their users throttled?

Source: <http://www.slashgear.com/comcasts-1tb-internet-caps-will-soon-be-reality-for-many-customers-07459214/amp/>

Ticket: # 1243984 - Comcast data caps

Date: 10/7/2016 4:46:16 PM

City/State/Zip: Oakland, California 94603

Company Complaining About: Comcast

Description

Comcast has no right to restrict my data usage and is now doing so with less than a month's notice. The FCC has already ruled against data caps. Please right this wrong.

Ticket: # 1243990 - Comcast Data caps**Date:** 10/7/2016 4:46:55 PM**City/State/Zip:** Bothell, Washington 98012**Company Complaining About:** Comcast

Description

To whom it may concern at the Federal Communications Commission:

My name is (b) (6). I am a small business owner whose livelihood depends on my unrestricted and open access to the internet. I am also physically disabled with a form of Muscular Dystrophy known as Spinal Muscular Atrophy Type II. I am permanently confined to the use of a wheelchair and due to my health and disability needs, I am unable to work in a traditional business office setting. Access to the internet is the only way that I can provide for my livelihood. Open and unfettered access to the internet has allowed disabled people like me to become financially independent and be full contributing members of our nation. The internet has brought financial equality to those who have never had the opportunity to be employed due to the limitations of their physical disabilities. My life has been greatly enriched by open access to the internet, something that was impossible just a few decades ago.

Today, October 7, 2016, I was notified by my internet service provider, Comcast, that effective November 1, 2016, my internet access will be limited to an arbitrary data cap. Comcast calls this cap "generous" and that the data cap is based upon Comcast's definition of fairness of use of their cable internet networks.

I am filing this complaint with the Federal Communications Commission today because limiting one's access to the internet, leveraging steep fees for going over an arbitrary data cap, is the opposite of fair or generous.

To justify this action, Comcast claims that 1 Terabyte (1,000 gigabytes) of data is enough for 99% of American households. Currently Comcast claims to have 27.7 million customers in the United States of America. With those numbers, that means over 277,000 American households are going to be negatively impacted by the arbitrary and unjustifiable data usage caps imposed by Comcast. Over a quarter of a million Americans will be unjustly charged as much as ten dollars for every 1 gigabyte of additional data used, up to an additional \$200 per month.

This is tantamount to theft from the American consumer. In many markets across the United States, consumers have little to no options outside of Comcast for their internet service providers. And of those options, many fail to meet the FCC's definition of broadband internet, with speeds well below 11 megabits per second.

Many of Comcast's customers, like myself, have signed into two-year service contracts, with costly early termination fees. Consumers agreed to these contractual terms with the understanding that Comcast provides unlimited internet access. No caps, no roadblocks, no throttling of data transmission speeds; so long as the consumer remained a Comcast customer for at least the agreed upon two years.

These data caps have effectively broken the good faith that consumers have when entering these contractual service agreements. No consumer would willfully agree to paying for something advertised as unlimited, but then see in their monthly billing statements that they have crossed an invisible and arbitrary threshold and suffer extensive financial penalties.

Comcast argues that this is a generous amount of data. But that is only based upon the technologies of today. Growth in internet access speeds, and the types of data accessed is growing every day. A decade ago the average consumer could not imagine internet speeds to their homes in excess of 100 megabits per second, today this is a common level of service. As internet speeds continue to grow, so will consumption of data. Streaming media and video services, internet based telephony, smart phones and tablets; internet usage is critical to the ways in which Americans work and play. The faster the internet speeds, the faster the American consumer will reach these punitive data caps. This is a predatory and discriminatory business practice. Comcast is threatening my livelihood and that of countless others across the country by limited and impeding our access to an open internet. I urge the Federal Communication Commission to investigate Comcast and their unjust limitations on internet access. Consumers deserve to get the unlimited services that they have contractually agreed to purchase. Anything less than unlimited and uncapped access to the internet will cause direct harm to consumers and the American economy.

Attached is a copy of the notice of intent to change my internet service.

Thank you,

(b) (6)

Ticket: # 1244015 - Usage of data caps

Date: 10/7/2016 4:51:35 PM

City/State/Zip: Portland, Oregon 97214

Company Complaining About: Comcast

Description

Comcast/Xfinity announced the introduction of data caps for their internet service. This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Thanks for your time.

Ticket: # 1243993 - Data Caps recently implemented by Comcast

Date: 10/7/2016 4:47:44 PM

City/State/Zip: Saint Louis Park, Minnesota 55426

Company Complaining About: Comcast

Description

I live in Saint Louis Park, MN. Recently Comcast announced they were implementing data caps in my area, and charging fees if I go over these caps. Data caps are anti-competitive to online streaming video services. I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality. I don't subscribe to cable, I watch all my television shows and movies through streaming services, download games (which can be rather large) instead of purchasing them from a brick and mortar store, and I work from home as a programmer. Thanks to these caps I will now be charged more for a service that I signed a contract for for a set price.

Ticket: # 1243995 - Comcast Xfinity Data Cap

Date: 10/7/2016 4:47:58 PM

City/State/Zip: Pacifica, California 94044

Company Complaining About: Comcast

Description

As of November 1, Comcast Xfinity intends to enforce a data cap of 1TB and charge overage fees. This is a tactic to coerce individuals and families to subscribe to Xfinity's cable TV service as it limits their use of the Internet for streaming video entertainment from other sources. Considering that Xfinity is the only provider of broadband Internet and TV service in some areas, this must be considered an antitrust matter.

Ticket: # 1244012 - Comcasts Data caps are anti competitive

Date: 10/7/2016 4:51:12 PM

City/State/Zip: Murray, Utah 84107

Company Complaining About: Comcast

Description

Data caps are anti-competitive to any online streaming services whether its video, music, or for video games.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which violates the principles of net neutrality.

Ticket: # 1243999 - Data Caps

Date: 10/7/2016 4:48:26 PM

City/State/Zip: Newcastle, Washington 98059

Company Complaining About: Comcast

Description

Comcast is introducing a 1TB a month data cap in my area at the start of November. I'm employed as a programmer so I routinely work from home. An arbitrary internet data cap would only serve to cripple my ability to perform at my job. I cannot switch carriers because our only other competitor is Centurylink and they can only offer a max of 12 Mbps which would not be enough speed to facilitate my work. I am stuck with Comcast and they know it.

Bits don't cost money, there is no reason to cap data usage. This only serves to punish consumers who are choosing internet based entertainment solutions rather than subjecting themselves to Comcast's unreasonable pricing. Please help stop this consumer abuse.

Ticket: # 1244007 - Comcast Data Caps

Date: 10/7/2016 4:50:16 PM

City/State/Zip: Oakland, California 94610

Company Complaining About: Comcast

Description

Forced 1TB data cap from Comcast; no notice given.

Ticket: # 1244019 - Comcast data cap

Date: 10/7/2016 4:52:04 PM

City/State/Zip: Kentwood, Michigan 49548

Company Complaining About: Comcast

Description

Comcast is implementing a data cap of 1TB per month which is unacceptable. I did not sign a contract with them so they can tell me how much i can use my service.

Ticket: # 1244022 - Comcast imposing data caps

Date: 10/7/2016 4:52:25 PM

City/State/Zip: Bothell, Washington 98012

Company Complaining About: Comcast

Description

Comcast is my current internet provider, and one of the only providers available to my home (Bothell, Washington). They just notified me that they would be imposing data caps. While their cap (1TB) sounds reasonable now, no doubt it will be easily exceeded once more ultra high definition content is available. Data caps like these are an impediment to the free and open internet, and hurt the ability of consumers to use and contribute the global culture of the internet. These limits are a blatant cash grab by a company who has a stranglehold over our primary means of communication in the modern era, and should be limited. As a people, we can not allow companies to destroy the free and open internet.

Ticket: # 1244034 - Unfair Comcast Data Cap**Date:** 10/7/2016 4:53:14 PM**City/State/Zip:** Chicago, Illinois 60617**Company Complaining About:** Comcast

Description

Comcast 1TB data cap is completely unfair has limited my families ability to use the Internet. Earlier this year we switched to Sling TV, a streaming service. We have three TVs with Sling and a fourth one with a video game system. Before the cap we were able surf freely but now we are forced to monitor our usage daily and rationing it out. We left Comcast Cable services because of the high prices and equipment fees, they somehow managed to still cause frustration with their greed. Please ban data caps for the consumers sake.

Ticket: # 1244050 - Comcast Data Caps**Date:** 10/7/2016 4:56:10 PM**City/State/Zip:** Bothell, Washington 98011**Company Complaining About:** Comcast

Description

I received the attached email today from Comcast informing me that they will be adding a data cap to my account. This cap has no basis in the technical side of networking as data is not a finite resource and can be created and destroyed as needed. Instead this is a blatant attempt to discourage customers from using data intensive internet services like Netflix, Hulu, Steam or Xbox. I believe they are doing this to try and force customers onto their failing cable tv service. The FCC needs to act now to protect all internet users in the United States by enforcing their classification as a utility and preventing anti-consumer actions like this one.

Ticket: # 1244128 - Data Caps

Date: 10/7/2016 5:07:25 PM

City/State/Zip: Cypress, Texas 77429

Company Complaining About: Comcast

Description

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1244058 - Anti-Competitive Business Practices**Date:** 10/7/2016 4:56:47 PM**City/State/Zip:** Arvada, Colorado 80005**Company Complaining About:** Comcast

Description

Comcast is rolling out data caps on their broadband internet in more areas starting November 1st, including the area I live in. As far as I can tell, there is no technical reason for Comcast to have data caps. These limits on internet usage will hinder competition from online services that compete with Comcast's entertainment offerings.

Even with a large cap, a limit is a limit. Some people may reconsider going with a competing entertainment service that uses a large amount of internet bandwidth, because with Comcast's TV service, they don't have to worry about it getting them closer to their monthly limit.

As long as Comcast offers TV entertainment services that compete with online entertainment services, I urge the FCC not to allow these limits on consumer internet.

Ticket: # 1244059 - Comcast data caps

Date: 10/7/2016 4:56:52 PM

City/State/Zip: Portland, Oregon 97209

Company Complaining About: Comcast

Description

Comcast has decided to arbitrarily implement a data cap on all of their Oregon customers, with overage fees for noncompliance. This is absurd. Comcast is abusing its position as a virtual monopoly to charge bloated service fees, and this new cap is nothing but an overt move to raise its bottom line without upgrading its infrastructure.

This is, in effect, a massive price-hike with NO VALUE ADDED. I need access to the internet for my work and personal life, and I have no other options which can provide the level of connection that I need (which is quite modest; there are just no other options.) The U.S. is already lagging far behind many other parts of the world in terms of internet availability and cost, and Comcast is actively seeking to make it worse.

Ticket: # 1244061 - Comcast "new" data plan

Date: 10/7/2016 4:57:05 PM

City/State/Zip: Citrus Heights, California 95610

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so (<http://www.pcworld.com/article/3002592/networking/comcast-data-caps-aren-t-about-congestion-leaked-memo-shows.html>).

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

Ticket: # 1245788 - Data cap

Date: 10/7/2016 8:55:12 PM

City/State/Zip: Detroit, Michigan 48214

Company Complaining About: Comcast

Description

Comcast imposing data caps is wrong. Plain and simple.

Ticket: # 1244062 - Comcast Data Caps**Date:** 10/7/2016 4:57:06 PM**City/State/Zip:** East Palo Alto, California 94303**Company Complaining About:** Comcast

Description

Comcast is rolling out a 1TB data cap across most US states. This seems to be a an anti-competitive move disguised under the premise of fairness. With 4K streaming coming, it seems that Comcast is trying to avoid circumvent net neutrality rules and charge the consumer anyway. We pay Comcast for bandwidth, they do not store the data, they simply transfer it at a rate for which I already pay. I should not be advertised a certain rate, to only be told that if I actually utilize the bandwidth to its fullest potential, I could be charged an extra \$200/month.

Ticket: # 1244063 - Comcast Data Caps

Date: 10/7/2016 4:57:58 PM

City/State/Zip: Plymouth, Minnesota 55446

Company Complaining About: Comcast

Description

I recently received an email that Comcast will be instituting a data cap on my account (and in my area). I find this ethically appalling and am opposed to it for a variety of reasons.

I am in a two person household and we use less than one terabyte of data on average per month (according to Comcast). I would still be opposed to this if I used less than a megabyte of data per month.

My primary concern is that Comcast is making my existing service worse. We entered a business agreement that said I pay \$X for unlimited data at a certain speed. Now, Comcast is changing that agreement. Starting in November, I won't be getting what I initially bargained for. Due to the seemingly arbitrary data limits (previously 300 GB in other locations, if I remember correctly), this seems like a non-competitive, bad for consumers move.

The next major issue I have with this is that Comcast is in control of the data monitoring. My electric company does not own, control, and solely operate my electric meter. The meter is always visible to me. Comcast claims their meter is accurate, but they should not be in control. If our internet usage is to be monitored, we should have a physical, on site bandwidth monitor installed and vetted by an independent association. Given Comcast's history, how can I trust that they will be honest with their readings and thus what I pay?

Comcast also says that this operates on a principle of fairness. This move seems to be a complete opposite of that statement. This is making it less fair for streaming services in lieu of Comcast (and NBC's) programming and set-top boxes with cable service. "Those who use more, pay more, and those who use less, pay less", if that's the case, why aren't our rates being discounted?

Lastly, I have no alternatives. The only other available ISP in my area, CenturyLink, has plans with 250GB caps. I will not willingly move to that. I feel as if Comcast has a semi-legitimate monopoly on service in my area. If I want real competition from e.g. USI, I need to move to a specific area of Minneapolis. Comcast has actively worked against municipal and competitive Internet Service Providers.

Ticket: # 1244064 - Comcast data caps

Date: 10/7/2016 4:58:01 PM

City/State/Zip: Tacoma, Washington 98402

Company Complaining About: Comcast

Description

Comcast is implementing a data cap in my area within 30 days and I only found out because of news reports and widespread complaints among my friends and family. As a recent consumer of 4k streaming media, this will require more than doubling my current rate to continue receiving such streaming services. Please regulate Comcast and break up this monopoly that is abusing consumers! They are entering the realm of criminal behavior and sabotaging public ISP efforts in our area!

Ticket: # 1244072 - Comcast Data Caps in Redmond, WA

Date: 10/7/2016 4:58:57 PM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

Comcast is pushing its data caps on customers within Redmond and I believe this to be an abuse of such system. The data cap of 1TB converts the internet into a tangible measurement of quantity instead of quality. This is also an abuse of such service due to the lack of competition since the mayor gave comcast specific rights to be the only provider in that area.

Ticket: # 1244073 - Comcast Data Cap

Date: 10/7/2016 4:58:59 PM

City/State/Zip: Miami, Florida 33176

Company Complaining About: Comcast

Description

Comcast is rolling out data caps nationwide. These caps only apply to services that compete directly with Comcast's offerings and penalize my choice of where I get my streaming services. Comcast has already admitted that there is no technical necessity for this. This has been done purely to extract more money from its customers. Oh, did I mention I have no alternatives in my area?

Ticket: # 1244076 - Comcast 1TB Bandwidth Cap**Date:** 10/7/2016 4:59:18 PM**City/State/Zip:** Pleasanton, California 94566**Company Complaining About:** Comcast

Description

To the FCC:

Today, October 7 2016, I received a notice from my Internet Service Provider(Comcast) that a 1TB bandwidth cap will be instantiated starting on November 1 2016. The notion of comparing Internet data usage to gasoline or electricity is flawed. Oil and electrical companies incur costs for every gallon of gas and kilowatt hour of electricity generated. The same cannot be said of every gig of data provided by a broadband Internet service. This notice was sent less than one month before the data cap will begin to be put into effect. In my residential location, Comcast is the only cable service provider. AT&T is a competitor that offers DSL internet via phone lines. We currently receive 200Mbps down with our Comcast plan and if we were to switch to AT&T, our fastest internet option is 45Mbps down(which is also capped at 1TB) of data! This is not an ideal situation for a family that works from home and relies on this utility to make a living. This notice is merely to inform the FCC of these actions.

Ticket: # 1244077 - Comcast Home Internet Data Caps**Date:** 10/7/2016 4:59:20 PM**City/State/Zip:** Portland, Oregon 97230**Company Complaining About:** Comcast

Description

Data caps on home Internet provide benefits only to the corporation they come from. They place unnecessary glass ceilings on end users which stifle the use of the product in a variety of ways including at-home small businesses or startups, online gaming, and most importantly, video streaming. Comcast, a long time opponent of the net neutrality laws and company with a history of moves and deals that stifle progress, growth, and competition in the industry (see Time Warner merger) is using these data caps to continue to inflate profits, drive down consumer accessibility of their product, and increase the likelihood of customers' purchasing additional television options (which would in turn, drive profits even higher).

Ticket: # 1244079 - Comcast internet data caps

Date: 10/7/2016 4:59:33 PM

City/State/Zip: Cottage Grove, Minnesota 55016

Company Complaining About: Comcast

Description

The implementation of data caps in my state negatively affect me, by reducing my purchasing power if I were to go over them.

Ticket: # 1244081 - Comcast is imposing data caps on my internet service at 1TB.

Date: 10/7/2016 4:59:57 PM

City/State/Zip: Fort Collins, Colorado 80521

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1244085 - Imposition of Data Caps**Date:** 10/7/2016 5:01:02 PM**City/State/Zip:** Denver, Colorado 80218**Company Complaining About:** Comcast

Description

It has been recently brought to my attention that a 1 terabyte data cap will be placed on my internet connection unless I pay an extra \$50 a month or some more absurd number should I hit this new cap without subscribing to the "unlimited data" option. This is not a value add, this is Comcast simply attempting to add more revenue and prevent customers from using streaming internet video instead of their cable packages. I am sometimes required to work from home and need to move large amounts of data from my PC to the internet. Now I may be forced into the situation where I have to pay extra every month to just do my job. I don't see why I should pay more for the exact same service that I have always received. It's not as if I can change providers either as the only other provider in my area does not have acceptable broadband speeds that I can access from my home. Please STOP the use of these data caps. More and more of our lives are going to be spent online in the future, data caps prevent the free flow of this information and will hamper human development if allowed to continue.

Ticket: # 1244090 - Comcast 1tb Data Cap

Date: 10/7/2016 5:01:54 PM

City/State/Zip: Auburn, Washington 98092

Company Complaining About: Comcast

Description

Comcast is rolling out a new 1 terabyte-per-month data cap on its internet service subscribers. Ostensibly, this is an innocent decision to ensure network stability as a relatively tiny percentage of internet users currently hit the 1 terabyte-per-month limit. However, it positions Comcast and all other ISPs to slowly usher in tiered data plans, akin to what we see now in the cellular phone industry and their tiered packages/plans.

We need to be forward-looking with these kinds of situations - currently 1tb/month is a tremendously amount of usage, but in 10 years, when everyone in a household has multiple internet-connected devices, when all content is streamed, when the Internet of Things takes off, then hitting the 1tb/month limit doesn't sound too far-fetched.

This decision by Comcast is for only one thing: to squeeze more money out of its subscribers. Maybe not today, but certainly in the years to come.

Please help to keep our internet open, neutral, and accessible to all. Fight this decision.

Ticket: # 1244096 - New Issues Data Caps

Date: 10/7/2016 5:02:19 PM

City/State/Zip: Highlands Ranch, Colorado 80129

Company Complaining About: Comcast

Description

I've used Comcast services for about 10 years simply due to the lack of competition in my area, if there was another provider offering the same service I would gladly pay twice as much just to make sure Comcast doesn't get any of my money. But due to the monopolistic nature of Internet Service in the United States I am forced to use them.

The data caps they are enforcing have nothing to do with congestion or fairness to other customers. Internet is not a Utility like Electricity, Water, or Gas. Once the infrastructure is in place it costs Comcast nothing to provide it to the customer. Bandwidth is not a limited precious resource.

They are simply trying to gouge money from more and more customers because their TV service profits are dropping and everyone is switching to services like Netflix. They claim that 1TB is enough, but 4K video streaming is out and becoming more common. Over time people will constantly go over their data caps and Comcast will sit there and smile as their rake in their profits.

All they are simply trying to do is make sure their profits are the same as last years. data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

This is not fair to the customers, the amount of greed and corruption that this corporation holds is utterly repulsive.

Ticket: # 1244100 - Comcast Data Cap

Date: 10/7/2016 5:02:54 PM

City/State/Zip: Auburn, Washington 98092

Company Complaining About: Comcast

Description

Comcast is rolling out a new 1 terabyte-per-month data cap on its internet service subscribers. Ostensibly, this is an innocent decision to ensure network stability as a relatively tiny percentage of internet users currently hit the 1 terabyte-per-month limit. However, it positions Comcast and all other ISPs to slowly usher in tiered data plans, akin to what we see now in the cellular phone industry and their tiered packages/plans.

We need to be forward-looking with these kinds of situations - currently 1tb/month is a tremendously amount of usage, but in 10 years, when everyone in a household has multiple internet-connected devices, when all content is streamed, when the Internet of Things takes off, then hitting the 1tb/month limit doesn't sound too far-fetched.

This decision by Comcast is for only one thing: to squeeze more money out of its subscribers. Maybe not today, but certainly in the years to come.

Please help to keep our internet open, neutral, and accessible to all. Fight this decision.

Ticket: # 1244112 - Comcast Data Caps**Date:** 10/7/2016 5:04:16 PM**City/State/Zip:** Colorado Springs, Colorado 80920**Company Complaining About:** Comcast

Description

I was informed, yesterday, that Comcast was putting a data cap on my internet service. When I signed my contract with them, there was no mention of data caps in our contract. I was informed by a member of Comcast's Customer Service department that Comcast reserves the right to alter the contract after giving 30 days notice. There is no change to my billed amount, only a surcharge if I go over this new data cap. This goes against the notion of an open internet and is being put in place for people like me who choose to stream content as opposed to paying outrageous cable television bills. It also alters the concept of "goods received", as an agreement was signed based on speed, not data amount - and an unlimited data limit has now been revoked and replaced with a pay to play model if the data cap is passed. Artificial caps to increase corporate greed are irresponsible and financially hurt the consumers.

Ticket: # 1244120 - Comcast New Data Caps**Date:** 10/7/2016 5:06:05 PM**City/State/Zip:** Santa Clara, California 95051**Company Complaining About:** Comcast

Description

I recently received a notification from Comcast internet about data caps that they are placing on my service. There was no notification of this data cap when I signed up for service; Now suddenly, my internet service is being subjected to data caps unless I pay an additional 'fee' to remove them. This is extortion, plain and simple. Comcast SHOULD NOT be allowed to institute data caps on their internet service plans while simultaneously lobbying against local municipalities having 'utility' internet. Not only is this monopolistic behavior, it is clearly bad business. It is UNBELIEVABLE that in 2016, we are still dealing with telecom issues such as this, especially in the very heart of technical innovation within the United States. If there were an ALTERNATIVE to Comcast, many would gladly take it, however at this point, they have created a monopolistic environment in which they wield near total control. This flies in direct opposition to the open nature of the internet and the PUBLIC infrastructure we've ALLOWED them to use.

Ticket: # 1244135 - Comcast Data Cap**Date:** 10/7/2016 5:07:56 PM**City/State/Zip:** Coon Rapids, Minnesota 55433**Company Complaining About:** Comcast

Description

I recently received an email notifying me that a data cap will be introduced in my area. This cap on data is ridiculous and should be stopped, with the increase of high data streaming services such as 4K video or live video streaming via YouTube or Twitch.tv, this cap on data will only become more and more easier to go over the limit as time goes on. As time goes on technology gets better, the amount of data it takes for videos, pictures & games to download increases. If you ask me they know all of this and this is just a setup so that they can put all of there customers into a checkmate to pay more in either overage charges or buy into the unlimited data usage plan. Having a data limit is only a way for them to force households to pay more money for a service they already have, because it doesn't cost them more money for me to use more data.

Ticket: # 1244136 - Comcast Data Caps

Date: 10/7/2016 5:07:58 PM

City/State/Zip: Portland, Oregon 97201

Company Complaining About: Comcast

Description

Comcast has just announced data caps of 1TB for their internet services. These practices are unnecessary and look to wring money out of customers by use of caps and fees. Data is not a limited resource and has no right to be treated like one.

The monopoly they hold on my area does not allow me to go to a competitor and let free market decide what business practices are worthy of existing or not.

Ticket: # 1244153 - Comcast Data Cap

Date: 10/7/2016 5:09:32 PM

City/State/Zip: Chico, California 95928

Company Complaining About: Comcast

Description

Comcast changed my internet service so it will have a data cap starting November 1. I am unable to cancel my service without a large fee even though they changed the service they provide to me. Comcast cannot be allowed to use their monopoly to suck money out of small towns where competition does not exist.

Ticket: # 1244150 - Comcast data cap limit

Date: 10/7/2016 5:09:12 PM

City/State/Zip: Minneapolis, Minnesota 55412

Company Complaining About: Comcast

Description

Comcast is forcing a data cap onto consumers. There are a lack of options in my area to switch, as they are the only high speed ISP. There is no benefit to consumers either. Being a college student with online classes and work this is unfair and a scary concept.

[Ticket: # 1244152 - Data Cap on Comcast Internet](#)

Date: 10/7/2016 5:09:18 PM

City/State/Zip: Chico, California 95926

Company Complaining About: Comcast

Description

On November 1, 2016, Comcast will be implementing data caps on all internet accounts in my area.

Ticket: # 1244167 - Comcast data caps

Date: 10/7/2016 5:11:15 PM

City/State/Zip: Concord, North Carolina 28027

Company Complaining About: Comcast

Description

Data caps on internet are unacceptable especially when everything is being pushed towards cloud computing. More and more we are being pushed to do everything online and ISP want to create caps on our internet. ISPs are monopolies as it is. Many customers have no other choice than Comcast so it's either agree with their data cap or don't have internet. I'm extremely disappointed by how little is being done to protect consumers.

Ticket: # 1244233 - Comcast data caps

Date: 10/7/2016 5:18:53 PM

City/State/Zip: Denver, Colorado 80247

Company Complaining About: Comcast

Description

Comcast Xfinity have expanded data caps here in Colorado. They will become active on November 1st, 2016.

We will be allowed 1TB per month and \$10/50GB thereafter.

This is unreasonable and violates the open Internet.

Ticket: # 1244168 - comcast data caps

Date: 10/7/2016 5:11:27 PM

City/State/Zip: Plainfield, Illinois 60544

Company Complaining About: Comcast

Description

comcast is starting to roll out data caps on the consumers. this is an unacceptable way of restricting data usage. Even downloading legal games can take over 100gb to download, and streaming shows will easily become more difficult to enjoy with an enforced data cap

Ticket: # 1244186 - Comcast Data Caps in Northern California

Date: 10/7/2016 5:13:12 PM

City/State/Zip: Rancho Cordova, California 95670

Company Complaining About: Comcast

Description

Comcast, one of the only providers serving speeds fast enough for me to work at home is now implementing data caps. While 1TB isn't commonly reached now, with the upcoming 4k video streams gaining in popularity this will force users to pay an additional \$50 month to use this utility. With Comcast having an effective monopoly in the area this is uncalled for and unfair.

Ticket: # 1244302 - Comcast Data Caps

Date: 10/7/2016 5:28:49 PM

City/State/Zip: Seattle, Washington 98105

Company Complaining About: Comcast

Description

Comcast is beginning to enforce 1TB data caps on my internet. As someone who uses my internet quite frequently, and often works from home, I feel that data caps are an arbitrary limit that violates net neutrality (especially if they starting allowing data-free streaming services from certain online video companies).

Ticket: # 1244198 - New 1Tb Comcast Data Cap**Date:** 10/7/2016 5:15:05 PM**City/State/Zip:** Everett, Washington 98204**Company Complaining About:** Comcast

Description

I just received an email from Comcast stating that starting November 1 I will have a 1Tb (1024 Gb) data cap on my internet connection. I do not have another option for high-speed internet access at my house other than Comcast. Adding a data cap to a connection that I already have to pay for the speed I want is illogical and has no comparison to other utilities. For things like electricity, gas, or water I pay for the amount I use, I don't pay for the rate with which I use it. This is pure greed by Comcast to charge for both speed and data transfer. Comcast needs to be heavily fined for this behavior and the data cap immediately removed.

Ticket: # 1244218 - Xfinity instates data cap with less than one month's notice of change

Date: 10/7/2016 5:17:36 PM

City/State/Zip: Tacoma, Washington 98406

Company Complaining About: Comcast

Description

Received an email on October 7 that Comcast Xfinity would be instating a 1TB/month data cap effective November 1.

Less than one month's notice for such a change seems to be unfair, and the change itself is quite unfair to customers who may have entered a contract agreement for services, and - now that terms of service have changed - would be unable to exit that contract without penalties should they find these changes disagreeable.

Ticket: # 1244219 - Internet Usage Cap

Date: 10/7/2016 5:17:40 PM

City/State/Zip: Colorado Springs, Colorado 80915

Company Complaining About: Comcast

Description

Comcast just informed me that they are initiating Internet Data Caps starting in November. Their reasoning for starting a data cap is "the principle of fairness." Why is this happening now? The internet, and Comcast, have been providing internet for years. What's changed? Has it become more expensive somehow to handle data traffic? Is this a move to slowly make internet services like mobile services and require customers to pay for increasing levels of data?

Ticket: # 1244222 - Comcast 1tb cap

Date: 10/7/2016 5:17:46 PM

City/State/Zip: Seattle, Washington 98123

Company Complaining About: Comcast

Description

I am writing regarding the implementation of a 1Tb data cap by Comcast in my city (Seattle). They are currently one of the few ISPs that most users are able to get and, aside from the fact that they have notified people with less than a month in advance (caps start the 1st of Nov) and many people are under contract, this creates a precedent to implement future restrictions on something that the FCC has classified as a utility. Also, where as now many people are unaffected by this cap due to not exceeding the data usage, given that trends for data usage only increase over time and that 4k streaming will soon be the norm, in one or two years most users will easily reach - or exceed this cap. Luckily for me, I have other options and will be switching to a different ISP immediately. It is my sincere hope that something be done about this.

Ticket: # 1244231 - Comcast Data Caps**Date:** 10/7/2016 5:18:43 PM**City/State/Zip:** Tacoma, Washington 98406**Company Complaining About:** Comcast

Description

Data caps are simply a money grab by greedy corporations. If it is true that effectively no one violates the new data caps of 1 TB, then why implement a policy? Obviously it's because that number is going nowhere but up, and even though it's quite easy to have the technical capability to handle it, they want to draw a line in the sand in order to begin charging customers for utilizing an internet connection the customer has already paid for. Data caps should not be allowed.

Ticket: # 1244239 - Comcast Data Cap = Anti-Competitive Monopoly

Date: 10/7/2016 5:19:24 PM

City/State/Zip: Maple Valley, Washington 98038

Company Complaining About: Comcast

Description

I was notified today that I would be put onto a data cap as of November 1st. In the email I was provided my "Typical" data use over the previous three months. Unfortunately, the information provided by Comcast does not match the information I collect by my router. My logs show a "Typical" monthly usage of 1.3Tb while Comcast shows 275Gb. Due to the Comcast change, I will need to cancel my two cable subscriptions through Sling and Sony and now go with Comcast or pay the additional \$75 (\$179 total for internet only) per month quoted by Comcast today to keep my current cable subscriptions. This is anti-competitive and borders on anti-trust in an area where there is no other broadband provider.

Ticket: # 1244243 - Comcast Xfinity Data Caps

Date: 10/7/2016 5:19:47 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: Comcast

Description

Comcast is implementing data caps in the Seattle area (as well as many other communities across the US). This is not acceptable since cost to maintain their business is not affected by total usage of internet services. Internet traffic has rush hours, it is not volume based. Also, their new proposals are being forced on customers and don't hold with net neutrality. They are making their internet video services free while others like Netflix etc are not.

Ticket: # 1244244 - Anti-competitive data caps

Date: 10/7/2016 5:19:52 PM

City/State/Zip: Bothell, Washington 98012

Company Complaining About: Comcast

Description

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

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

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

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

Ticket: # 1244252 - Comcast data caps

Date: 10/7/2016 5:20:47 PM

City/State/Zip: Chico, California 95928

Company Complaining About: Comcast

Description

Comcast rolling out data caps on broadband internet is a terrible precedent to allow. Even with high caps now, in time they will lower data caps when they have a majority share of the market, hurting customers who will be out of options. Data caps on broadband lines is moving backwards, and is only going to hurt the customers, the internet, and if nothing is done, could hurt the public opinion on the FCC to regulate.

Ticket: # 1244276 - Comcast data caps

Date: 10/7/2016 5:25:35 PM

City/State/Zip: Voorhees, New Jersey 08043

Company Complaining About: Comcast

Description

It is unfair for Comcast to have data caps, I already pay for my internet and have no other choice but comcast where I live.

Ticket: # 1244256 - Data Caps Over Wired Connection (Cable)**Date:** 10/7/2016 5:21:52 PM**City/State/Zip:** Portland, Oregon 97217**Company Complaining About:** Comcast

Description

Comcast is enforcing data caps on their customers. These data caps go against Net Neutrality. Introducing the caps is not due to any burden on the physical network - there is no technical or hardware related reason for this cost. It is simply a way for Comcast to squeeze more money out of customers as they lose revenue from the generation of cord cutters that see through their thinly veiled tactics at transforming the internet we grew up with.

Ticket: # 1244260 - Data Caps are a threat to Open Internet**Date:** 10/7/2016 5:22:30 PM**City/State/Zip:** Sunnyvale, California 94086**Company Complaining About:** Comcast

Description

On your website you explicitly state "The FCC's Open Internet rules protect your ability to go where you want when you want online. Broadband service providers cannot block or deliberately slow speeds for Internet services or apps, create special "fast lanes" for content, or engage in other practices that harm Internet openness. The principle is often referred to as "Net Neutrality.""

Data caps are prohibiting the ability of internet users to go where they want when they want online. Excessive fines for data consumption are unreasonable as HD and 4k becomes more normal on streaming and gaming sites. In my instance, I live in a roommate situation because of the high cost of living in my area. The three individual adults of my household who use the internet can easily break these data caps. I believe that data caps fall into this "other practices" section of your Open Internet policy, as it prohibits me and other Americans from accessing the Internet due to cost.

Ticket: # 1244269 - Comcast is imposing data caps on my internet service at 1TB

Date: 10/7/2016 5:23:57 PM

City/State/Zip: San Francisco, California 94118

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

[Ticket: # 1244271 - Comcast data cap](#)

Date: 10/7/2016 5:24:47 PM

City/State/Zip: Vancouver, Washington 98685-1508

Company Complaining About: Comcast

Description

Comcast just announced they intend to implement a 1TB/month data cap on my account. This is going to be a real problem as 4K programming becomes popular. It seems like a heavy-handed move to compete against Netflix and other web-based streaming services.

Ticket: # 1244293 - 1TB Data Cap (Comcast)

Date: 10/7/2016 5:27:11 PM

City/State/Zip: Palmer Lake, Colorado 80133

Company Complaining About: Comcast

Description

Comcast is rolling out a data cap to Colorado starting in November. This complaint is about Comcast's violation of the Open Internet (aka net neutrality).

Ticket: # 1244296 - comcast data caps

Date: 10/7/2016 5:27:41 PM

City/State/Zip: Seattle, Washington 98109

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1244303 - Comcast data cap

Date: 10/7/2016 5:28:49 PM

City/State/Zip: Inverness, Illinois 60067

Company Complaining About: Comcast

Description

Comcast has imposed a data cap on me without my permission or approval. I have no other cable internet providers in my area due to the Comcast monopoly. I'm already paying outrageous prices and now will be forced to pay more. My 3 year old twins are just getting into internet use and I am scared to think what that will do to my usage. Please address this consumer unfriendly move by Comcast.

Ticket: # 1244312 - Comcast's Vile Data Caps**Date:** 10/7/2016 5:29:36 PM**City/State/Zip:** Ann Arbor, Michigan 48104**Company Complaining About:** Comcast

Description

Comcast is instituting data caps nationwide, rolling them out to markets like mine in Michigan. Although 1 TB is an insanely large amount of data, if it is allowed now, there is no guarantee that it will always stay so high, and with the rapidly increasing pace of technology, what seems like an enormous amount of data now may seem to be a pittance in the future. Twenty years ago, 16 GB hard drives were considered high technology, more space than anyone would ever need. Today, 16GBs is considered an intolerably small size, you can buy a 16 GB flash drive for about \$4, and it's considered on the small side. Some estimates say that the average American consumes over twice that amount a day in data. When this inevitably happens to 1 TB - which given the increasing pace of technological advancement could be sooner than we think - Comcast will have no incentive to raise the cap because it is a monopoly in most areas. In fact, it has every incentive to lower the cap once it is in place in order to extract more revenue from its mostly-captive customer base. This would restrict, or greatly burden, the internet access of millions of poorer Americans in the process. The UN has declared internet access essential to the protection of many other human rights, and the United States, as the leader of the free world, should never allow a state of affairs to develop on its soil which would so restrict freedoms, especially the freedom of expression.

This move by Comcast shows nothing more than bare, rent-seeking, and base monopoly power; the very thing the Sherman Anti-Trust Act was passed over a century ago to forestall. If Comcast is allowed to do this now, other ISPs with equally-captive customer bases, such as Verizon and Time Warner, may follow suit. If the prevailing paradigm of ISPs as natural monopolies is the only way an internet infrastructure can be constructed, it is long past time that the FCC come out in favor of regulating internet providers like Comcast as full public utilities complete with price control; not only to reign in these egregious abuses, but to promote, and require, innovation in a crucial infrastructure. Although the move by the FCC to start regulating ISPs as common carriers was a good first step, it is worthless if not used. The FCC needs to reign in abuses like these and truly hold Comcast and its ilk accountable for anti-innovation, price-gouging behavior like this.

Sincerely,

(b) (6)

Ticket: # 1244329 - Comcast Corp Data Cap Portland, OR

Date: 10/7/2016 5:32:23 PM

City/State/Zip: Portland, Oregon 97211

Company Complaining About: Comcast

Description

Comcast is leveraging their lobbying at the Oregon state level, and the recent announcement of Google withdrawing from the Portland Metro region to implement arbitrary and crippling data caps. Under their current plan my internet cost will more than quadruple for the amount of data I use monthly, from \$40/mo to \$240/mo based on my usage over the past 12 months.

Ticket: # 1244320 - Comcast using data caps

Date: 10/7/2016 5:30:59 PM

City/State/Zip: North Logan, Utah 84341

Company Complaining About: Comcast

Description

Comcast will be charging extra money for going over a new data cap they are rolling out. I am not happy with this monopoly they have going on. 1 terabytes is not enough data each month. Extra data is incredibly cheap for them to provide and it is incredibly unfair for them to punish streaming services like Netflix with super low caps. With all these 4K tvs finally becoming affordable they will also be punished because people won't buy them if they know the data it uses is nearly 4x that of a 1080p tv. Please do something about this Comcast monopoly on the system .

Ticket: # 1244325 - Comcast data caps

Date: 10/7/2016 5:32:09 PM

City/State/Zip: Westland, Michigan 48185

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1245794 - Comcast upcoming data caps

Date: 10/7/2016 8:57:11 PM

City/State/Zip: San Francisco, California 94117

Company Complaining About: Comcast

Description

Comcast has just announced that in November, they will be implementing a 1 terabyte monthly data cap on all customers in the San Francisco area. Customers that go over that amount will automatically be billed an additional \$200 "no matter how much data is used" plus another \$10 per additional 50 gigabytes used. This is price gouging and abusive to customers who have no other options.

I live in San Francisco somewhat close to downtown. In my personal case, on **average** I use 200-250gb per month. However, since I am a software engineer professionally and a heavy user of my home internet connection, there are some months where I have extremely high usage and can quite easily almost hit that 1tb mark or go over. This can happen if I am having to download a lot of software for projects like Linux installs, related media files, etc. So do simply to do my job, my previously unlimited connection that rarely may go over 1tb will now cost me hundreds of dollars extra a month unexpectedly.

To go further, I do not currently have any other options for very high speed internet access from home. Currently with my Comcast account, I get about 150mb/s download and 20mb/s upload speed. This speed is very important do to the nature of my work, and generally just nice to have for personal uses.

My only options for internet access at all other than Comcast are currently DSL via AT&T or Sonic, and neither of those options approach the speeds available through Comcast at the moment. Sonic guarantees unlimited data in both their DSL and fiber options, which is a sign of a great company, but their fiber option is not available yet in my neighborhood. AT&T also offers a fiber option, but it is not available either and I don't believe they have any unlimited guarantees.

Here I am, a software engineer living in one of the most internet-connected cities in the world and even where I have multiple options for connectivity, the options I need and prefer are extremely limited. What does that imply for all of the other millions of Americans across the country that don't have access to **any** alternatives at all except for Comcast or other individual ISP's?

I encourage our representatives at the FCC to look harshly at Comcast and hopefully come to some corrective actions very soon.

My fear is that the major telco's in the country, bother wired and wireless, are putting these limits in place now because internet use is exploding and they want to charge exorbitant rates in the future. Over the coming decade with the advent of 4k/8k television programming online, gaming and other entertainment, and services such as internet of things, regular data use by average folks will be more than even my peak professional usage is now.

Comcast, AT&T, Charter, and others are trying to set a pattern in place now that will end the historical pattern of unlimited internet access for a regular monthly fee. I have been a user of many different internet services since the days of dialup through DSL, cable, LTE wireless, and hopefully fiber soon. In all cases, my accounts have been unlimited until now. Again, I count myself as somewhat lucky and can't imagine the pains these new policies across the telco industry have been causing to millions of other Americans with no options.

Thanks for your attention.

(I have attached a copy of Comcast email notification with all of the original email content in place. It includes html and will probably be necessary to open with a browser to see it properly formatted.)

Ticket: # 1244339 - Comcast Data Cap**Date:** 10/7/2016 5:34:09 PM**City/State/Zip:** Clinton, Connecticut 06413**Company Complaining About:** Comcast

Description

I have been informed the data caps are expanding to new areas and in all likelihood will be coming to my area eventually. This is a huge concern for me. I already overpay for internet because I have no choice but Comcast if I would like broadband speeds. I pay for the internet service I need based on speeds, and now they wish to charge based on data amounts as well. This restricts my ability use my internet services of choice. If I can't stream television or movies because of this cap I will be forced to return to Comcast for television service where I must pay for set top boxes and remote controls for each tv I could ever use. I already receive less than one third of my advertised speeds from Comcast and they have poor customer support and technical assistance. I threatened to cancel from them but they informed me by phone that they know I have no other choices unless I'd like DSL at non-broadband speeds. Comcast will undoubtedly roll out there own streaming options, some of which are already available, and will not include those in the data caps, which is a violation of Net Neutrality. It is time for the FCC to stand up for the rest of us and push through full Net Neutrality legislation and open up competition for all in the name of innovation.

Ticket: # 1244344 - Comcast's 1TB data caps start to roll out nationwide

Date: 10/7/2016 5:34:46 PM

City/State/Zip: Sacramento, California 95829

Company Complaining About: Comcast

Description

Comcast has enjoyed a nationwide monopoly/oligopoly for many years, both in the areas of cable television and cable internet. Now, with customers leaving their television service in droves they have decided to flex their monopolistic muscles and begin charging customers more for the same service. Yesterday, I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" - a concept which has no technological justification other than a vague, hand-wavey dismissal of 'fairness' - on my account.

In short, if I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

This is a clear punishment towards the millions of customers who have opted not to purchase television service, and rely on heavy internet usage for streaming shows and entertainment. It is blatantly anti-competitive against Netflix, Hulu and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. It is time to break up the Comcast monopoly; force them to rent out their service lines - divide the internet service provider from the cable lines they so greedily exploit.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.

Ticket: # 1244358 - Data caps

Date: 10/7/2016 5:37:15 PM

City/State/Zip: Fort Collins, Colorado 80521

Company Complaining About: Comcast

Description

Comcast has implemented a data cap in several states, including Colorado. I am expected to pay the same amount for a different, limited service and this is unacceptable. Unfortunately, because of the monopoly Comcast holds in this area, I can not take my business elsewhere. So I am stuck with them. My concerns are:

- (1) There is no way for me to verify how much data I have used in a month and Comcast does not need to provide evidence to anyone that I went over the cap. Thus, I could pay up to \$200 in extra fees and have few options to challenge the companies billing practices.
 - (2) This is an initial cap that is high enough for my current use. But as Comcast's competition (Netflix, HBO Now, other streaming companies) increase their libraries and begin offer 4k video, the data will be used quickly. In this way Comcast is using its monopoly status to insulate itself from competition/innovation and increase profits at the expense of consumers.
 - (3) The cap is high now perhaps to test the waters and may decrease simply so Comcast can make more money. Who's to stop them? I can't go anywhere, so I am relying on my government to help out somehow.
 - (4) Our internet speeds and costs compared to the rest of the world are embarrassing. I understand it takes time and money to improve the infrastructure. But surely we can have some competition with government oversight to improve access to the internet AND allow companies like Comcast to continue to make gobs of money (instead of gobs and gobs).
 - (5) Allowing companies like Comcast, Time Warner, and Cox to maintain monopolies in their respective areas with little public oversight is slowing down others' ability to innovate by crushing competition and limiting services that cut into their cable TV profit. It hurts consumers, but it also hurts the country as a whole (in my opinion). I don't understand how we can allow this to continue.
- Thanks for considering my complaint. I understand that the FCC has a difficult battle to fit. Keep on keeping on.

Ticket: # 1244369 - Data Caps

Date: 10/7/2016 5:37:58 PM

City/State/Zip: West Jordan, Utah 84081

Company Complaining About: Comcast

Description

Last night I received an email from Comcast, my internet provider, announcing that as of 11/1 they were introducing data caps to my state. My concern is that I fear that this is just the beginning to a much more predatory pricing scheme and that as streaming technology improves with 4K availability, this data cap will end up being very restrictive. I feel like this country has made great advances in the area of net neutrality over the years, but I also feel like data caps are going to be the next front to this battle.

Ticket: # 1244380 - Comcast Data Caps

Date: 10/7/2016 5:38:38 PM

City/State/Zip: Ogden, Utah 84404

Company Complaining About: Comcast

Description

I was recently notified that Comcast will start to impose a data cap on my account.

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

With no other ISPs in my area (Ogden UT) I have no choice but to either pay an additional \$50 a month to "buy out" of their caps or pay any overage fees they arbitrarily decide to impose.

Ticket: # 1244385 - Data Cap issue starting Nov 1st 2016

Date: 10/7/2016 5:39:46 PM

City/State/Zip: Broomfield, Colorado 80020

Company Complaining About: Comcast

Description

Hello, Starting November 1st, 2016, Colorado Comcast customers will be subject to a one terabyte data cap. I believe this to be a violation of Net Neutrality due to the fact they are restricting access to how much internet a person uses. "This data plan is based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less." (from <https://dataplan.xfinity.com/faq/>) I do not agree with this one bit. This has nothing to do with "fairness". Customers who use less still pay the same as those who use more within the 1TB limit. Data is unlimited and not a finite resource. Usage meters are regulated by Comcast as well... That is a conflict of interest.

There is NO competition in my area for high speed internet. Comcast is my only option. I see this has also a way to make even MORE profit for a company that brings in billions per year. Comcast will now be making money from FIVE different avenues. 1) Typical customer subscriptions. 2) Advertisers. 3) Government funding. 4) Money from content providers such as Netflix who has to pay Comcast money so their service is not throttled for Netflix customers. Which Comcast is known for throttling streaming sites such as Netflix and YouTube. 5) Data Caps. Comcast will now be making more money because of customers going over their limit. How can Comcast justify their reasoning for this when they already make billions?

I am stuck using Comcast because of no competition. I need high speed internet access for personal use of streaming websites, online gaming, and other various needs. I also need it for work and is required that I do. I already pay \$70+ per month for internet and I can get "unlimited" for an additional \$50. So if I want unlimited internet I will be paying \$130 per month.

I want the FCC to step-in on this matter and end data caps. They are bad for everyone and I wish I didn't have to be a Comcast customer.

Ticket: # 1244386 - Comcast 1TB internet cap

Date: 10/7/2016 5:39:59 PM

City/State/Zip: San Francisco, California 94112

Company Complaining About: Comcast

Description

Comcast is misleading users by claiming that 1TB can stream 700 hours of HD content. I have a streaming service for television and one hour of HD TV will use 2-3GB of data. Combine that with a household of 4 who actively watch TV, that is pretty much 250-300 hours to split among 4 people for the month. As someone who has family members that watch TV about 6-7 hours a day on multiple TVs, I would hit that data cap in the middle of the month.

Ticket: # 1244387 - Complaint against Comcast data cap

Date: 10/7/2016 5:40:16 PM

City/State/Zip: Ann Arbor, Michigan 48104

Company Complaining About: Comcast

Description

Comcast is instituting data caps nationwide, rolling them out to markets like mine in Michigan. Although 1 TB is an insanely large amount of data, if it is allowed now, there is no guarantee that it will always stay so high, and with the rapidly increasing pace of technology, what seems like an enormous amount of data now may seem to be a pittance in the future. Twenty years ago, 16 GB hard drives were considered high technology, more space than anyone would ever need. Today, 16GBs is considered an intolerably small size, you can buy a 16 GB flash drive for about \$4, and it's considered on the small side. Some estimates say that the average American consumes over twice that amount a day in data. When this inevitably happens to 1 TB - which given the increasing pace of technological advancement could be sooner than we think - Comcast will have no incentive to raise the cap because it is a monopoly in most areas. In fact, it has every incentive to lower the cap once it is in place in order to extract more revenue from its mostly-captive customer base. This would restrict, or greatly burden, the internet access of millions of poorer Americans in the process. The UN has declared internet access essential to the protection of many other human rights, and the United States, as the leader of the free world, should never allow a state of affairs to develop on its soil which would so restrict freedoms, especially the freedom of expression.

This move by Comcast shows nothing more than bare, rent-seeking, and base monopoly power; the very thing the Sherman Anti-Trust Act was passed over a century ago to forestall. If Comcast is allowed to do this now, other ISPs with equally-captive customer bases, such as Verizon and Time Warner, may follow suit. If the prevailing paradigm of ISPs as natural monopolies is the only way an internet infrastructure can be constructed, it is long past time that the FCC come out in favor of regulating internet providers like Comcast as full public utilities complete with price control; not only to reign in these egregious abuses, but to promote, and require, innovation in a crucial infrastructure. Although the move by the FCC to start regulating ISPs as common carriers was a good first step, it is worthless if not used. The FCC needs to reign in abuses like these and truly hold Comcast and its ilk accountable for anti-innovation, price-gouging behavior like this.

Sincerely,
A Law Student

Ticket: # 1244390 - Comcast Data Caps

Date: 10/7/2016 5:41:14 PM

City/State/Zip: Vacaville, California 95688-2030

Company Complaining About: Comcast

Description

Comcast is rolling out data caps to my area on Nov 1. This is infuriating. Why should I be limited on the amount of data I use on an Internet connection that is already slower than most countries? The lack of choices doesn't allow me to go anywhere else.

Ticket: # 1244693 - Comcast Data Cap

Date: 10/7/2016 6:20:57 PM

City/State/Zip: Marietta, Georgia 30066

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1244402 - Comcast Data Caps

Date: 10/7/2016 5:43:46 PM

City/State/Zip: Bristow, Virginia 20136

Company Complaining About: Comcast

Description

Data caps are anti competitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others, which I believe violates the principles of net neutrality. I'm also afraid that with Comcast being allowed to implement data caps, other companies will start to/continue to as well.

Ticket: # 1248904 - Comcast imposing a 1TB Data Cap

Date: 10/8/2016 10:03:46 PM

City/State/Zip: Livermore, California 94551

Company Complaining About: Comcast

Description

Greetings,

Recently, I was notified that I will be receiving a 1TB data cap on my cable internet services with Comcast. It is with this notification that I feel I need submit a complaint.

From my understanding, Comcast related data is excluded from the data cap. Simply put, this means I could view XFINITY TV content in an unlimited capacity, but I cannot do the same with Netflix. Comcast is blatantly discriminating against traffic from other services. Not only is this anti-competitive and anti-consumer, it is against the core of net neutrality.

Furthermore, data caps can undermine technological progress and are anti-innovation. I do not trust Comcast to adjust their data caps once technology such as 4k streaming becomes commonplace. Comcast has virtually no competition in my area, therefore natural market forces do not exist to compel them to adjust the data cap now or in the future. Also, for an additional \$50/month, I can get their unlimited service even though my current service was supposed to be unlimited. They are essentially selling me my present service, at a higher cost, which I find unacceptable.

Finally, Comcast claims that only 1% of their customers will be affected by the imposed data caps. Comcast has not released any data indicating that those 1% of customers are affecting the overall performance of their network. Logically speaking, the 99% who do not reach 1TB a month should more than offset the usage of the 1% who do surpass 1TB a month. Again, if Comcast were to release data regarding data usage on their network, then there would be evidence (either for or against) the data cap. One can only assume that Comcast is worried about the performance of their network. If that is the case, then they can use some of the enormous profit they make and invest it in their network.

I strongly urge you to ban data caps. The internet should be an open and thriving place where technological advances should not be hindered.

Ticket: # 1244416 - Comcast Data Caps

Date: 10/7/2016 5:45:26 PM

City/State/Zip: Minneapolis, Minnesota 55403

Company Complaining About: Comcast

Description

I recently received an email detailing the data cap that would be rolling out in my area. This is absolutely ridiculous and an obvious cash grab with little to no evidence to support their reasoning behind instituting this policy. Why do we look at policies from European countries from 15-20 years ago that were deemed bad ideas then and think that they are okay to institute now?

Ticket: # 1244418 - Comcast is imposing 1TB data caps on my internet service

Date: 10/7/2016 5:45:29 PM

City/State/Zip: Grand Rapids, Michigan 49503

Company Complaining About: Comcast

Description

I am a heavy user of Netflix and other stream services, as well as a student who watches all of my lectures online and does a lot of collaborative video chatting study sessions with other students which significant amounts of data. This data cap will force companies like Netflix to compete against Comcast's own entertainment offerings which aren't subject to the same caps. This is a dangerous precedent to allow Comcast to gain an unfair advantage and promote anti-competitive, anti-consumer choice practices. This should not be allowed.

Ticket: # 1244425 - Comcast Data Cap

Date: 10/7/2016 5:45:59 PM

City/State/Zip: Bellevue, Washington 98006

Company Complaining About: Comcast

Description

I'm sure this is one of many emails your getting regarding the Comcast Xfinity Data Cap. This is a horrible abuse of their monopoly and needs to to be stopped. Customers are already voting with their dollars, but since Comcast has such a huge monopoly on providing internet, the FCC needs to put a stop to this cap and protect consumers who have no other choice than Comcast. Thank you.

Ticket: # 1244440 - Comcast arbitrary internet data cap

Date: 10/7/2016 5:48:50 PM

City/State/Zip: Wheatland, California 95692

Company Complaining About: Comcast

Description

Hello, I am disgusted by the blatant cash grab Comcast is making by imposing data caps on broadband. They have already admitted it does not decongest the network, nor does it reduce their costs. They are simply adding a cap now before 4K video streaming comes out and drives data usage higher. This way they can claim "it was already there" when people start streaming more. They are blatantly trying to make up for lost revenue because people are getting rid of cable. Additionally, how can they just add a data cap if we are on a 1 year agreement with them? This is ridiculous, and the FCC needs to step in and stop them from screwing over consumers.

Ticket: # 1244446 - Data caps

Date: 10/7/2016 5:49:35 PM

City/State/Zip: Ogden, Utah 84404

Company Complaining About: Comcast

Description

As of November 1st I will be subjected to a data cap on my unlimited internet plan with Comcast. Comcast has failed to contact me about this change I had to read about it online. Adding data caps to my account without my consent is competently unethical.

Ticket: # 1244452 - Data Caps and Net Neutrality**Date:** 10/7/2016 5:50:30 PM**City/State/Zip:** Oakland, California 94608**Company Complaining About:** Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

While on the surface it may seem that this is enough for anyone, it is anti-competitive, anti-consumer, anti-innovation, and I don't think it should be permitted.

Anti-competitive

Comcast offers various internet service such as video streaming while not counting their own services against this imposed data cap. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput.

Competitors in the same space as comcast (such as Netflix, Hulu, Amazon Instant VIdео, Showtime, HBO Now, YouTube, and many others, and this is only in the video streaming industry) have their content counted towards the user's data cap. These companies already pay large sums of money to support their upload bandwidths, and in many cases pay Comcast additionally fees to allow them to colocate. Since user's uploads and downloads are counted towards their data cap, Comcast is essentially charging twice for the same data.

We are already starting to see anticompetitive behavior in the marketplace with companies ignoring net neutrality. An example is Tmobile, where certain content, from companies they have picked, do not count towards your mobile data usage. Controlling the pricing for internet traffic based on where the traffic is from allows ISPs to control which companies succeed and which fail. With more competition and more ISPs available to the general public this may not happen. Unfortunately though, for the immediate future, we must live with the reality that the vast majority of the US have little or no choice when it comes to their ISP. New ISPs that attempt to enter the marketplace, such as Google Fiber, often face many uphill battles as companies such as Comcast and AT&T attempt to roadblock their progress with legal suits.

Anti-innovative

As we enter a more connected world people should be motivated to design and build a future that takes advantage of our infrastructure. Artificially limiting the available infrastructure limits that available space in which to innovate. Despite the snail's pace of advancement in networking infrastructure in the US, services such as streaming videos, remote desktop, and video calling would not be possible for the wider public on the infrastructure we had 20 years ago. Imagine what advancements may be possible in the next 20 years if we support improved and open networks instead of allowing companies with borderline monopolies to artificially limit the flow of traffic.

Additionally, techniques for limiting network congestion are deprioritized in order to work around these data caps as lower network congestion does not affect the user's end price. Solutions such as peer-to-peer networks and caching do not affect the user's price as users are still paying for the amount of data input and output from their homes, regardless of how far the data had to travel.

Anti-Consumer

Data caps needlessly punish customers who depend on an internet connection for their jobs. As the world becomes more connected, more people are attempting to make a living using online services. Large companies today such as Amazon, Google, and Apple all started in small personal garages. Artificial data caps such as these limit the possibilities of what is available for adventures entrepreneurs.

In addition to entrepreneurs, the quality of life for many is being improved as more business and opportunities allow for the benefit of working from home, either part-time or permanently as part of their job. A freelance video editor or security consultant who works from home will be severely hindered in their ability to do their job

There is absolutely no reason why these need to be implemented, and sets a very poor precedent for other ISPs. Given the profit margins Comcast has for their internet services, as well as their record of lack of infrastructure investment, improvement, or expansion, I do not trust that the money Comcast will be taking in from their new data cap program will meaningfully benefit their customers.

The US should be a leader and innovator when it comes to technology. Looking at our current state, and comparing to other countries around the world that have taken the time and energy to properly invest in their networks, the US should be embarrassed that we are taking a step backwards instead of forwards.

Ticket: # 1244453 - Comcast data cap

Date: 10/7/2016 5:50:47 PM

City/State/Zip: Palatine, Illinois 60067

Company Complaining About: Comcast

Description

I am locked in to a two year deal which I signed onto last year. In it there is no mention of data caps yet starting in November there will be an arbitrary 1Tb limit. I don't feel it's right that if I want what I originally paid for it will be an EXTRA 50\$ a month. This should be a huge breech of contract and at the very least I should be let out of the contract they are trying to change.

Ticket: # 1244464 - Comcast Data Caps and the Dangerous Implications

Date: 10/7/2016 5:52:52 PM

City/State/Zip: Denton, Texas 76209

Company Complaining About: Comcast

Description

Data caps are anti-competitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

I am also afraid that data caps will be implemented by other home ISP's, as they will use this as an attempt to keep consumers from "cutting the cord" and force them to use their "bundles" by penalizing them (raising prices) for keeping just one of their services.

[Ticket: # 1244468 - Comcast data cap](#)

Date: 10/7/2016 5:53:17 PM

City/State/Zip: Citrus Heights, California 95621

Company Complaining About: Comcast

Description

Data caps are being implemented statewide, but serve no purpose other than to take extra money from people that use the internet the most. The extra \$50 to have "unlimited" internet is a racket, when they provided the same thing before just fine.

Ticket: # 1244475 - Comcast Data Cap**Date:** 10/7/2016 5:54:40 PM**City/State/Zip:** Daly City, California 94015**Company Complaining About:** Comcast

Description

This data cap is a garbage money grab by the country's biggest internet provider, and a sign of further price gouging by this already-powerful industry. Most Americans can ill-afford another \$50 per month for access to the internet, which, in my opinion, is a basic human right. If you allow Comcast to set a precedent through this 1 TB data cap, it will likely soon be copied by other ISPs, and lowered to a point where the average American will go into debt to access internet content. Please make a policy decision to block this endeavor by Comcast.

Ticket: # 1244817 - Comcast internet usage plan

Date: 10/7/2016 6:33:47 PM

City/State/Zip: Corvallis, Oregon 97333

Company Complaining About: Comcast

Description

I just received notice from my Internet provider, Comcast, that a usage data cap will soon be applied to my account. I am concerned about this for several reasons.

Comcast has suggested it is reasonable for customers to pay for amount of usage similarly as utilities which provide gas, electric and water service. But, there is a significant difference between these traditional utilities and the data access provided by Comcast. With gas, power and water, I can choose to restrict or limit my usage to save costs. However I do not have complete control over how much data usage can be attributed to my household.

I have very limited, if not no control whatsoever, over how much data I receive that I neither requested nor even know is being transferred through my account. Some examples: 1. Updates and patches that are "pushed" out by operating systems (Microsoft) and other computer programs that force download automatic updates. 2. Advertising which is pushed out to my computer and other devices even through my use of ad-blocking software. 3. Trackers, telemetry and other sub-systems which interrogate my modem, router and connected devices. 4. Unsolicited e-mails and attachments which bypass or subvert my spam suppression software. These and similar technologies all count against my data usage and all of which is beyond my technical ability to control or restrict. These types of subsystem "usage" factors do not exist in traditional gas, power and water utility metering.

Internet capability has become as essential to American households as traditional utilities. More entities with whom I do business are pressing to have consumers move to paperless data communication. For example: my bank just informed me this month that unless I opt to have my bank statements sent paperlessly, I will be charged an additional \$2.00 per month to continue to receive paper statements. Paperless statements represent data and will add to my usage.

My gas, power water and telephone utilities are regulated monopolies under the control of both my state and federal public utility commissions; Comcast is a monopoly in my area with no state or local public utility oversight.

It is my understanding that these caps and fees promoted by Comcast are not the result of technical necessity or business overhead costs but simply a vehicle to generate additional revenue. For most traditional utilities there is a benefit to both customer and provider, however this cap and fee structure provides benefit solely to Comcast at the expense of the customer and should be denied.

[Ticket: # 1244476 - Comcast data cap](#)

Date: 10/7/2016 5:54:46 PM

City/State/Zip: Parker, Colorado 80134

Company Complaining About: Comcast

Description

Comcast is instituting data caps for my home internet service.

As a family of 5 without cable or satellite tv, we rely on internet streaming heavily. I believe these caps are attempts at getting customers who have cut the cord to come back to their outdated cable model.

Ticket: # 1244480 - Comcast Data Cap

Date: 10/7/2016 5:55:04 PM

City/State/Zip: Chico, California 95928

Company Complaining About: Comcast

Description

Comcast is implementing a data cap in my area (Chico, CA). I feel this cap is designed exclusively to protect their Cable Video business against future attacks by 4k streaming and other services that have not been invented yet (immersive virtual reality, etc...). This cap while not a burden to most users currently will not be revised in the future and will become a burden as 4k streaming and other services are implemented. I object strongly to the implementation of a data cap that is not at all necessary for reasonable network management and is leveraging Comcast's monopoly market position to extract more money from consumers.

Ticket: # 1244482 - Comcast data caps

Date: 10/7/2016 5:55:12 PM

City/State/Zip: Houston, Texas 77023

Company Complaining About: Comcast

Description

Comcast new data caps are discriminatory to large families. This new cap on my internet service is unethical.

[Ticket: # 1244483 - Comcast is Illegally Capping Our Internet](#)

Date: 10/7/2016 5:55:19 PM

City/State/Zip: Monument, Colorado 80132

Company Complaining About: Comcast

Description

The new 1TB data cap is illegal. Please advise.

Ticket: # 1250441 - Ludicrous monthly internet data caps

Date: 10/10/2016 11:23:01 AM

City/State/Zip: Sunnyvale, California 94086

Company Complaining About: Comcast

Description

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

Comcast claims they are only charging for data like any other utility charges for water, electricity, and gas. However, once the infrastructure is put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year.

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

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

Comcast is not only an internet service provider but also a cable company. As such, they are strongly motivated to use their monopoly each area to force customers to buy their services in the other. In the absence of regulation, monopolies will always turn to such tactics to siphon off more than their fair share of profits, as well as to maintain and expand their monopoly. In this case they are attempting to force users to continue to pay for their overpriced cable service and to stifle competition from other media companies who deliver services over the shared internet.

If Comcast is allowed to get away with this blatant abuse of their monopoly power, you can be certain that other cable companies will follow suit. This practice needs to be stopped now before it becomes the norm.

Ticket: # 1244487 - Comcast is imposing data caps on my internet service at 1TB

Date: 10/7/2016 5:56:26 PM

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

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1244490 - Comcast Data Caps**Date:** 10/7/2016 5:56:55 PM**City/State/Zip:** Newcastle, Washington 98056**Company Complaining About:** Comcast

Description

Comcast is adding internet data caps to my plan in less than a month - I was only notified today. Aside from the short period of notification, data caps themselves are completely unnecessary - they're purely a method for Comcast to try to get more money out of customers, the vast majority of which have no other options for internet providers. Unlike electrical and water, there is effectively no additional cost for transmitting a unit of data. Implementing data caps unfairly favors services and products that require less data, leaving those that require more data (game downloads, high-resolution video streaming) at a disadvantage.

I already face constantly increasing price of service for constantly declining quality of service - just last night my internet went out for most of the night. I don't get compensated when service I'm paying for is unavailable - I shouldn't have to pay more for using it when it is available.

I'd like to know what you are doing to stop this from happening, and would like it done in a timely manner.

Ticket: # 1244522 - Comcast is imposing data caps on my internet service at 1TB.

Date: 10/7/2016 6:01:22 PM

City/State/Zip: Fishers, Indiana 46038

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anti-competitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1244523 - Comcast data caps

Date: 10/7/2016 6:01:41 PM

City/State/Zip: Portland, Oregon 97213

Company Complaining About: Comcast

Description

Comcast is implementing unnecessary data caps starting November 1st.

Ticket: # 1244557 - Comcast data caps

Date: 10/7/2016 6:05:38 PM

City/State/Zip: San Jose, California 95126

Company Complaining About: Comcast

Description

I have just been alerted that Comcast will be rolling out data caps in my area (the San Francisco Bay Area) in November 2016. In a place that is the birthplace of online innovation, this is a terrible, hostile, and venal business practice. There is no technical justification for it, and without competition they are free to set their limits and overage charges completely arbitrarily.

I run a business from my home, and these data caps will have an immediate impact on my ability to do business. For example, Comcast offers a VoIP phone service that isn't counted in these limits but I use a competing service that better fits my business needs. All those calls will now count toward my data cap.

If the FCC can not reign in the almost unlimited monopolistic power of companies like Comcast then they must at least protect American broadband customers from anticompetitive practices like those Comcast engages in.

[Ticket: # 1244559 - complaint about Comcast data caps](#)

Date: 10/7/2016 6:05:47 PM

City/State/Zip: Merced, California 95348

Company Complaining About: Comcast

Description

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1244580 - Comcast Data Caps.

Date: 10/7/2016 6:08:19 PM

City/State/Zip: Chicago, Illinois 60622

Company Complaining About: Comcast

Description

Data caps are anti-competitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1244567 - Comcast data caps

Date: 10/7/2016 6:06:19 PM

City/State/Zip: Flint, Michigan 48529

Company Complaining About: Comcast

Description

Comcast has instilled data caps all around the country, and now it's severely limited my capabilities as a small business owner. Data caps shouldn't exist.

Ticket: # 1244582 - Comcast Data Cap effective 11/1

Date: 10/7/2016 6:08:47 PM

City/State/Zip: San Francisco, California 94115

Company Complaining About: Comcast

Description

Comcast has given me notice today via email that they will be imposing a 1TB data cap on my account effective 11/1. They have given less than one month of notice for this change to occur, and they are not changing the monthly price of my service despite the fact that they are greatly degrading the quality of that service. This is monopolistic behavior, given that I have NO OTHER OPTIONS for high speed internet service in my building.

Ticket: # 1244569 - New Comcast data caps are unfair and expensive**Date:** 10/7/2016 6:06:28 PM**City/State/Zip:** Mill Valley, California 94941**Company Complaining About:** Comcast

Description

I just received notification from Comcast that they are implementing data caps in my area (California). While the data caps appear to be relatively high, at 1TB, for modern applications this is not that much. Furthermore the overage price is exceedingly high (\$200 for another 1TB). In the many years I've been an internet customer with Comcast, I have never had a data cap before. It's never been necessary for them, or for me, and so the only reason they are doing it now is to make more money from people who choose to not subscribe to their extremely high cost, high profit margin services such as sports.

Comcast did not ask my permission to implement this change. Data usage is not a physical limitation, like a package or fuel, so it does not actually cost them extra to provide more data. While their total network is of course limited, personal usage only affects peak times, yet the data cap they are implementing takes no regard of time of day. They offer no refunds when their service has a problem; for example yesterday there was a 30 minute outage, but they won't apply any credit for that.

This kind of change should be subject to regulatory approval. I urge the FCC to look into this practice and to remove data caps.

Ticket: # 1244578 - Comcast's Datacap Expansion

Date: 10/7/2016 6:07:46 PM

City/State/Zip: Aurora, Colorado 80013

Company Complaining About: Comcast

Description

We received an email from Comcast, one of the few internet providers in our area, saying that they are activating a clause in our contract to implement a 1TB data cap in the Denver metro. My complaint is that while Comcast claims 1 terabyte is more than their consumers need, based on their own data, they are introducing a reduction in a service we have been receiving (unlimited home internet usage) while offering the previous unlimited for an additional \$50 a month.

This change is backwards looking, a punishment for being a heavy internet user, has negative implications for internet business (such as professional YouTube or other streaming/video intensive work), a gross example of corporate greed, and hampers potential technological progress.

I realize the Comcast contract I signed allows the company to enforce these data caps, and I also realize that in many cities the data caps are as low as 1/3 of the terabyte being 'allowed.' However, the bad policies of one do not absolve the less-bad policies of another. It is my hope that the FCC and federal government will encourage states and municipalities to enact reforms over internet monopolies and end this regressive practice.

Ticket: # 1244579 - Comcast Data Caps in Seattle/Everywhere

Date: 10/7/2016 6:08:05 PM

City/State/Zip: Shoreline, Washington 98156

Company Complaining About: Comcast

Description

Comcast has implemented a 1TB monthly data cap to begin 11/1/2016. Not only is it less than 30 days notice. Not only does it not offer me the option to break my contract with them out of dissatisfaction with the changes to my service. But I also have no other option for broadband in my area. I have a company offering 5MB download DSL which by FCC standards is not broadband. I work from home and that speed is unreliable for my work.

Ticket: # 1244613 - Data cap

Date: 10/7/2016 6:11:34 PM

City/State/Zip: Logan, Utah 84321

Company Complaining About: Comcast

Description

Comcast is going to put a data cap on my home internet. This is unacceptable.

Ticket: # 1244587 - Comcast Data Caps

Date: 10/7/2016 6:09:18 PM

City/State/Zip: Seattle, Washington 98144

Company Complaining About: Comcast

Description

Today I received notice that my home ethernet data is going to be capped. Data caps are anticompetitive to online streaming video services. I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1244670 - Comcast Data Caps

Date: 10/7/2016 6:18:34 PM

City/State/Zip: San Jose, California 95117

Company Complaining About: Comcast

Description

The effective implementation of Comcast data caps starting on November 1st 2016 is purely unacceptable. The internet is something I pay for with no clause about limitation. It is not a finite resource and it should not be treated as such.

The artificial limitation of internet services is a cancer to the future of growth in the tech industry as well as home consumption and should be treated as such.

This should be an illegal practice.

Ticket: # 1244630 - Unreasonable data caps

Date: 10/7/2016 6:13:02 PM

City/State/Zip: Mountain House, California 95391

Company Complaining About: Comcast

Description

I've been enjoying a data cap free lifestyle for a while now. Today I was notified by Comcast that I now will be capped to one terabyte a month. However if I want my unlimited back I can pay 50 dollars more a month! Exploitation at its finest. They need to stop data caps! Please assist.

Ticket: # 1244619 - Comcast Data Caps**Date:** 10/7/2016 6:12:04 PM**City/State/Zip:** San Francisco, California 94117**Company Complaining About:** Comcast

Description

Comcast implemented a 1TB data cap on my account today under the qualifier of "fairness". This is not fair. They are imposing something that costs them nothing (to provide more internet, Comcast only has to adjust for peak usage, not how much data is used in non peak hours, which this cap includes) and is clearly anti-consumer. I have no other options in my area that are comparable to Comcast, and living in a 4 person apartment we need the speeds they offer to even function. This is a pure power play only to get more money, even though we might not hit the cap now, as technology advances, so will our need for bandwidth, and Comcast is trying to cash in on that need. This is totally and completely unfair to the consumer. Also, compared to the rest of the world, I only get a quarter of the speed for twice the price, no idea how these business practices are considered "fair". Please help regulate the internet so everyone can access it at a reasonable price.

Ticket: # 1244622 - Comcast Data Caps

Date: 10/7/2016 6:12:17 PM

City/State/Zip: Westminster, Colorado 80031

Company Complaining About: Comcast

Description

Comcast instituting data caps with overage fees overriding previous data plan agreements. Alternate services of limited quality.

Ticket: # 1244637 - Comcast implementing data caps in Bay Area

Date: 10/7/2016 6:13:33 PM

City/State/Zip: El Cerrito, California 94530

Company Complaining About: Comcast

Description

Comcast implemented a 1 TB limit on our household. The only way to access unlimited data is now to pay 50 dollars extra per month for it. This is a clear money grab. It seems like Comcast is planning on creating "tiered" internet data caps, and I shouldn't have to pay 600 dollars extra a year just to get the same non-capped data I had before.

Ticket: # 1244650 - Comcast Implementing Data Cap

Date: 10/7/2016 6:15:39 PM

City/State/Zip: Sacramento, California 95835

Company Complaining About: Comcast

Description

There was no data cap previously on my Comcast account. Starting Nov. 1st they will be implementing a 1TB data cap. I have 5 people in my house, including myself, that use internet. Importance of the internet for children to participate in school and for everyday people to participate in the modern economy is huge. This is not a "value-added" service. It's the same service I've always paid for, and now I'm being forced to pay more for it. The USA is lagging behind the rest of the world in broadband availability and cost to consumers. Internet service needs to be treated like a utility. It's NECESSARY for today's modern life. I am extremely upset with the way things are going and with Comcast as a company.

Ticket: # 1244652 - Comcast data caps

Date: 10/7/2016 6:15:54 PM

City/State/Zip: Houston, Texas 77039

Company Complaining About: Comcast

Description

Comcast has recently announced their blanket data cap of 1TB per month for all of the customers. This goes fireworks against net neutrality and is just another way for the monopoly that Comcast to make more money because of greed.

Ticket: # 1244659 - Comcast Data Caps

Date: 10/7/2016 6:17:31 PM

City/State/Zip: Tigard, Oregon 97223

Company Complaining About: Comcast

Description

I just received a notice today (10/7/16) that Comcast will be implementing a data cap in my area and that it will go into effect starting 11/1/16. While the data cap at 1Tb per month seems relatively high at this time, I am strongly against having a data cap on my internet at home. Data usage only goes up, and it won't be long that 1Tb of data is easily used each month. I see this as just another way for one of the worst companies in America to squeeze more money out of it's customers, rather than provide quality service. This is a dangerous trend that could be starting and I don't feel it is justified.

Ticket: # 1244671 - Comcast 1TB monthly data cap

Date: 10/7/2016 6:18:36 PM

City/State/Zip: Bellingham, Washington 98225

Company Complaining About: Comcast

Description

I learned today that Comcast has plans to impose a monthly 1TB cap on data transfers through their service. They are doing this without any recourse for the customer, and, at least in my market, giving less than a month's notice. As a regular Internet user and a customer of Netflix, Amazon, and other video services, I easily exceed this limit on a monthly basis. Such data caps are unnecessary, and only serve to line Comcast's pockets even more.

Ticket: # 1244700 - Comcast Internet Data Caps

Date: 10/7/2016 6:21:49 PM

City/State/Zip: Spring, Texas 77379

Company Complaining About: Comcast

Description

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/Youtube/etal) which I believe violates the principles of net neutrality.

Ticket: # 1244719 - Comcast Xfinity Arbitrary Data Caps

Date: 10/7/2016 6:24:00 PM

City/State/Zip: Oakland, California 94605-1868

Company Complaining About: Comcast

Description

Comcast will begin enforcing data caps on my account starting Nov. 1. They gave me less than 30 days notice but I have no alternative in my area anyway. Comcast has a monopoly on high speed Internet in my area and are using this as an opportunity to punish people who stream content from their competitors. Their own content is magically excluded from the data cap.

Ticket: # 1244688 - Conversion of unlimited account to one with data caps

Date: 10/7/2016 6:20:26 PM

City/State/Zip: Yuba City, California 95991

Company Complaining About: Comcast

Description

I have used Comcast's cable internet services for years, and originally signed a service contract that did not mention any data caps. I have now received an e-mail from Comcast stating that they will be imposing data caps on my internet service. This, of course, does not include any of Comcast's own services and any other service that they have zero rated. I believe this to be in violation of the spirit of an Open Internet and a net neutral service. I request that the FCC please take a hard look into the anti-competitive practices of data caps and zero rated content.

Ticket: # 1244699 - Data Caps

Date: 10/7/2016 6:21:47 PM

City/State/Zip: Lowell, Massachusetts 01854

Company Complaining About: Comcast

Description

Comcast is rolling out data caps on its internet service in November for more areas. Though I am not included in the list of customers this affects, I find this to be the exercise of a monopolistic company poised to ruin free enterprise and future growth of the internet and our fragile economy, for a service which many world governments are considering for utility/necessity status.

Please do something about this. Clearly with the emergence of (b) (6) in the presidential election the people are attempting to speak about their civil unrest, and this is the type of crap we're all talking about, even if it's not a talking point on the nightly news.

Stop catering to big businesses who monopolize entire regions and get this nonsense to stop before the cable cutters cut their internet and start building dark wireless networks across the U.S. to take the power back from these tyrannical profit motives.

Ticket: # 1244713 - comcast data cap

Date: 10/7/2016 6:23:38 PM

City/State/Zip: Sacramento, California 95826

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1244716 - Comcast Data Cap

Date: 10/7/2016 6:23:52 PM

City/State/Zip: Monument, Colorado 80132

Company Complaining About: Comcast

Description

I am complaining about Comcast's data cap.

[Ticket: # 1244775 - Comcast data caps](#)

Date: 10/7/2016 6:30:09 PM

City/State/Zip: Rensselaer, New York 12144

Company Complaining About: Comcast

Description

Don't let Comcast institute data caps!

Ticket: # 1244730 - Comcast Home Broadband Data Caps**Date:** 10/7/2016 6:25:41 PM**City/State/Zip:** Oakland, California 94612**Company Complaining About:** Comcast

Description

Comcast is engaging in an anti-competitive and terrible practice. Unilaterally deciding to enforce new data caps is absurd. Whether I use a GB or a TB, it does not change Comcast's bottom line. I live in an area where Comcast is essentially the only game in town. The FCC needs to do something about this. It is unfair to the customer and goes directly against Net Neutrality. It is time to break up the telecoms companies' monopoly.

Ticket: # 1244732 - Comcast/Xfinity "Internet Data Usage Plan"

Date: 10/7/2016 6:25:52 PM

City/State/Zip: Seattle, Washington 98133

Company Complaining About: Comcast

Description

Comcast has recently announced that as of Nov 1 they are imposing a 1tb data cap on accounts in my area. They are a defacto monopoly provider and are attempting to leverage that position to inhibit usage of video services that compete with their own by capping data usage. This anticompetitive behavior should be sanctioned immediately.

Ticket: # 1244743 - Comcast data caps

Date: 10/7/2016 6:26:58 PM

City/State/Zip: San Diego, California 92130

Company Complaining About: Comcast

Description

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1244750 - Comcast 1TB Monopoly Data Caps**Date:** 10/7/2016 6:27:27 PM**City/State/Zip:** Renton, New Jersey 98058**Company Complaining About:** Comcast

Description

I recently moved to Seattle where my only internet option is Comcast. Today I was notified that Comcast will be implementing data caps to protect it's dying TV empire. As someone who has come to rely on forms of entertainment that do not fit Comcast's profit model, I will now be punished for doing so. I also live in a home with 2 other members who are also reliant on the internet not only for entertainment, but also for connectivity to their employment. This practice not only blatantly violates Net Neutrality (due to Comcast's cash cow services being exempt) but also discriminates against the younger tech-savvy generation. Given Comcast is a Monopoly in the area, this sort of poorly disguised protectionism should be regulated. I appreciate all the hard work you have done over the years to ensure the future of the internet for us all, and hope you will continue to fight back against corporate greed.

Ticket: # 1244781 - Comcast Data Caps

Date: 10/7/2016 6:30:34 PM

City/State/Zip: Freeport, Illinois 61032

Company Complaining About: Comcast

Description

I do not believe that Comcast should be putting data caps on my internet. By creating a cap, they have effectively given me a worse product by going from a price with unlimited data to now having the cap. Additionally, in the near future, it will really lower the amount of 4K media that I will be able to consume without blowing through my data cap. Also, it had created a work around of net neutrality. Instead of Comcast directly being able to throttle apps such as Netflix, they are instead incentivizing consuming media through their partners, such as Amazon. Finally, Comcast is able to do this because they are the only realistic option in my area for fast internet. This is an issue around the country, where large corporations can practically have a monopoly on high speed internet. We know this is true as these companies drastically improve their offerings and prices when Google Fiber is installed in an area.

Ticket: # 1244793 - Comcast Data Caps

Date: 10/7/2016 6:32:19 PM

City/State/Zip: Salt Lake City, Utah 84103

Company Complaining About: Comcast

Description

Comcast has just told me, less than one month notice, that they will be instating a 1TB data cap on my service. This is against net neutrality, and absolutely ridiculous that they would do this.

[Ticket: # 1244795 - Data caps and exceptions](#)

Date: 10/7/2016 6:32:21 PM

City/State/Zip: Bellevue, Washington 98008

Company Complaining About: Comcast

Description

Comcast notified me of data caps starting November 1st. First off this is not enough time to arrange for another service. Second for a company offering content data caps are just an end around for throttling. They can simply exempt their own content for the cap. While the actual cap amount is very high at the moment this sets a dangerous precedent and provides additional opportunities for unfair practices.

Thank you

Ticket: # 1244807 - Comcast 1TB Data Cap

Date: 10/7/2016 6:33:12 PM

City/State/Zip: Happy Valley, Oregon 97086

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1244813 - unfair comcast practices

Date: 10/7/2016 6:33:33 PM

City/State/Zip: Miramar, Florida 33023

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed

Ticket: # 1244828 - Comcast Data Caps.

Date: 10/7/2016 6:34:59 PM

City/State/Zip: Vancouver, Washington 98660

Company Complaining About: Comcast

Description

Data Caps limit access to news, media, event information, health information, and could limit me from performing vital tasks online. As internet speeds increase we will be using more and more data. If these data caps are allowed by the FCC we will be forced to pay more and more for internet while the costs to price that internet continue to fall. This is price gouging. Comcast has a speed monopoly in my area. If I want fast internet (50mb/s +) my only option is Comcast.

I have not had cable TV in 10+ years. I 100% rely on the internet for bringing media and information into my home. The limits placed on internet usage by Comcast and companies like them are put in place to restrict people like me from streaming video. The people should be able to decide how content gets deliver to them rather than being forced to pay for cable TV due to arbitrary restrictions.

Please do not let Comcast control the internet like this. Please clarify the internet as a utility.

Ticket: # 1244830 - Comcast Data Caps**Date:** 10/7/2016 6:35:15 PM**City/State/Zip:** Adrian, Michigan 49221**Company Complaining About:** Comcast

Description

I'm writing to complain about Comcast's upcoming data caps. I moved away from Comcast's Television services to Playstation Vue as it better fit my needs and budget. Now with this cap it will make Vue noncompetitive, while Comcast's Stream service will not be subject to these limits. This is pure monopolistic behavior and needs to be stopped. These policies are only in place to punish those that no longer wished to have cable television and use alternatives.

Also, I have extreme doubts about Comcast's ability to properly monitor my usage. In the e-mail sent to my household's Comcast account, they claim we have an average data usage of 1333GB. According to the data on their usage meter, I have an average of 1186GB. You can view attached files to check that math. So, in addition to this being an unfair practice design to shut out their entertainment competitors and cord cutters, we can not trust them to monitor data usage correctly. Please address this very important issue that will affect the future of the Internet.

Ticket: # 1244833 - Comcast is imposing data caps on my internet service at 1TB.

Date: 10/7/2016 6:35:57 PM

City/State/Zip: Santa Clara, California 95050

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anti-competitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

[Ticket: # 1244840 - Comcast data caps](#)

Date: 10/7/2016 6:36:51 PM

City/State/Zip: Gladstone, Oregon 97027

Company Complaining About: Comcast

Description

Comcast is imposing a data cap of 1TB on us. Comcast competes with entertainment providers like Netflix and is putting another business at a disadvantage by providing unlimited access to their own streaming services. They should not be allowed to do this.

Ticket: # 1244842 - Comcast caps

Date: 10/7/2016 6:37:01 PM

City/State/Zip: Bainbridge Island, Washington 98110

Company Complaining About: Comcast

Description

Greedy Comcast at it again. How can this be allowed? Comcast Nickel and dimes their customers at everytime. Internet is a utility in the 21st century. A necessity. And yet a greedy, careless company has a near monopoly in most areas. They can do whatever they want to us in terms of pricing and provision of services and they know it.

I have to call them several times a year to make sure they aren't allowed to steal from me. They offer their products and different prices to different people.

Their robbery needs to be put under control. The data cap is a money grab. Arbitrary. Wrong.

Ticket: # 1244852 - Comcast 1TB Datacap

Date: 10/7/2016 6:39:01 PM

City/State/Zip: Enumclaw, Washington 98022

Company Complaining About: Comcast

Description

On November first Comcast will be implementing a 1TB data cap to the majority of it's users. Watching their xfinity TV and their own streaming service dose not count against your data cap directly voliating Net Neutrality.

[Ticket: # 1244910 - Comcast data cap](#)

Date: 10/7/2016 6:47:28 PM

City/State/Zip: Centennial, Colorado 80015

Company Complaining About: Comcast

Description

Data caps are unacceptable in today's age. As a former employee in the data industry, there is no true limitation on data transfer over time. Having a monthly cap benefits no one and only corners the consumer.

Ticket: # 1244857 - Comcast Data Cap

Date: 10/7/2016 6:39:40 PM

City/State/Zip: Bothell, Washington 98011

Company Complaining About: Comcast

Description

It is not okay that Comcast is adding data caps to Washington state resident customers on Nov 1st. I have no options for other carriers otherwise I would leave Comcast. I work from home and not having internet isn't an option. There is no value added to the data cap and it's just a cash grab from a monopoly.

Ticket: # 1244864 - Comcast data caps

Date: 10/7/2016 6:40:29 PM

City/State/Zip: Cupertino, California 95014

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1244866 - Devious Comcast Data Cap**Date:** 10/7/2016 6:40:43 PM**City/State/Zip:** Layton, Utah 84040**Company Complaining About:** Comcast

Description

Comcast recently informed me that they are instituting a data cap on my Internet usage. They are going to limit my family's data to 1 TB a month. While this may seem like an absorbent amount of bandwidth it really is not and for the speeds that I am paying Comcast for I would only be able to utilize what I have been contracted for a total of 3% or less monthly. This adding data caps is a market ploy to force users to purchase their broadcast TV packages and not a matter of their network not being able to handle the bandwidth they consume today. This is a misleading practice that is only being put in place to for users to spend more funds on their network for other services. This capping of data needs to be stopped.

Ticket: # 1244874 - Comcast data caps

Date: 10/7/2016 6:43:13 PM

City/State/Zip: Hayward, California 94541

Company Complaining About: Comcast

Description

I was just subjected to data caps for my internet by comcast. I have no other options for fast internet where I live, and the data caps will hamper my ability to communicate with others.

Ticket: # 1244876 - Comcast Data Caps**Date:** 10/7/2016 6:43:26 PM**City/State/Zip:** Fresno, California 93726**Company Complaining About:** Comcast

Description

comcast put in place a data cap in my city which is insane considering for over a decade theres been no need for one. if only 1% of users go over 1 terabyte why do they need to limit ALL customers to 1 terabyte and then charge 50 dollars for unlimited? thats makes no sense. not to mention if i go over this cap they charge me a 200 dollar overage charge no questions asked? thats more than i pay for the damn internet itself. and on top of that ive got to pay 10 dollars for every 50 gbs i use? i cant opt out of any of this bullshit how is this even remotely legal? not to mention 50 dollars to get unlimited? thats almost as much as i pay for the internet itself. im already paying for your stupid tv service. atleast at&t gives me unlimited if i have tv with them, i may as well switch now that youre fucking me and breaching my contract by adding new data caps

Ticket: # 1244882 - Comcast Data Cap

Date: 10/7/2016 6:44:23 PM

City/State/Zip: Boulder, Colorado 80303

Company Complaining About: Comcast

Description

Comcast has indicated that they are now going to be instituting data caps on my internet usage of 1TB (terabyte) after Nov 1st. They are doing this and watching my shows on Amazon, YouTube, or Netflix BUT not counting the data usage for Comcast video (net neutrality violation). This prevents company from creative innovation and there is no reason to impose data caps except to increase the largess of these companies.

Ticket: # 1244906 - Comcast data caps

Date: 10/7/2016 6:47:02 PM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services (specifically the ones they own would prob not count against caps etc.) and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1244894 - Comcast data caps

Date: 10/7/2016 6:45:55 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: Comcast

Description

I am a Comcast customer and can't believe they are doing this. How can they think data caps makes sense in this digital age where other countries are moving towards providing free Internet services. I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1244982 - Comcast Data Cap in Oregon

Date: 10/7/2016 6:56:35 PM

City/State/Zip: Portland, Oregon 97214

Company Complaining About: Comcast

Description

I am a Comcast internet customer in Portland, OR. I was just notified that my Comcast subscription will be subject to a data cap starting on November 1.

This anti-consumer behavior is only possible because of Comcast's near-monopoly on high(ish) speed internet in my area, and comes weeks after Google announced that they were no longer planning to expand Google Fiber to Portland.

It's also worth noting that Comcast is imposing this arbitrary data cap just as nascent, data-gobbling consumer technologies like 4K video streaming and virtual reality have begun making their way into American homes.

There is no value added here -- it's the same service I was paying for, but less of it.

This is not an instance of Comcast needing to implement caps because of congestion, it is SOLELY a money-grab (as has been admitted in internal memos leaked to the press, which I'm sure you've already seen: <http://www.theverge.com/smart-home/2015/11/7/9687976/comcast-data-caps-are-not-about-fixing-network-congestion>)

This needs to STOP. America's internet infrastructure is already abysmally behind much of the world in terms of speed, availability, and cost. Consumer-squeezing practices like these data caps from Comcast do nothing but worsen our relative ability to access the internet and participate in all of the wonderful information, education, entertainment, and innovation available to those whose governments understand the crucial value of an unfiltered, unrestricted connection.

Ticket: # 1245181 - Comcast Data Caps

Date: 10/7/2016 7:21:42 PM

City/State/Zip: Federal Way, Washington 98003

Company Complaining About: Comcast

Description

Internet data caps are decidedly anti-free market, do not let this kind of thing happen. It's a blatant money grab while Comcast has its monopoly.

Ticket: # 1244911 - ISP Comcast/Xfinity Bandwidth Overage Charging

Date: 10/7/2016 6:47:31 PM

City/State/Zip: Sacramento, California 95826

Company Complaining About: Comcast

Description

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

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

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

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

Ticket: # 1244914 - Comcast Data Caps**Date:** 10/7/2016 6:47:40 PM**City/State/Zip:** Spring, Texas 77380**Company Complaining About:** Comcast

Description

Caps on data, followed by unfounded cost increases on small amounts of data used, is not realistic. With the internet being likened to a utility, and even a human right according to certain European governing bodies, we're stifling knowledge and creativity. Unjust cost of data was an issue in Europe with mobile phones, data being pennies to the gigabyte. Now we have the same issue popping up here in America with greedy companies that have monopolies and terrible customer service.

With the internet being human right (let's face it, it is at this point), these data caps need to be removed and the internet classified as a utility. Protect our country, right to think, and right to learn freely. Protect us from greediness and monopolies. Please.

Ticket: # 1244995 - Forced Internet Data Caps By Comcast

Date: 10/7/2016 6:58:11 PM

City/State/Zip: San Francisco, California 94121

Company Complaining About: Comcast

Description

Today, I was informed (by media outlets online) that I will receive forced internet data caps by Comcast, starting November 1st. I haven't even received any kind of notifications from Comcast formally, but the details of these forced data caps can be found here: <https://dataplan.xfinity.com/faq/>.

So I'm given less than 30 days notice that my services are being changed. With less than 30 days notice, my contract terms are being changed, without my consent, and on top of that the idea of "data caps" alone impedes net neutrality. For people like myself, in my location, this is an anti-competitive, business-stifling, money gouging act as there are no other real alternatives to internet services.

And none of this is even taking into consideration that Comcast has been charging me for phone service, yet has never installed phone hardware, or sent me phone hardware for self-installation for over a year and a half. I've been getting scammed out of money under the guise of making my monthly payments cheaper, but in reality, locked me into more expensive payments in the long run. Then throw on top of it this additional \$50 charge per month if I go over these imaginary data cap limits that Comcast sets.

I would need at minimum, 30 days notice for changes to my contract terms and services, and would like to be reimbursed/compensated for these services (telephone) that I'm not even utilizing, nor was ever given access to in the first place.

Ticket: # 1244935 - Comcast Dada cap on November 1st.

Date: 10/7/2016 6:50:34 PM

City/State/Zip: Tulare, California 93274

Company Complaining About: Comcast

Description

This morning I received an email from Comcast stating they will be initiating a 1TB data cap and charge \$10 for ever 50gb over if I go over.

This is bad fore because I do not have a normal cable subscription. All of the TVs in my home have Roku players connected and we use a service called Playstation Vue for our TV service. It is all online streaming. We also use Netxlix, Hulu, Amazon, and YouTube for content. We have 4 people in my house and on average for the last three months we do about 1.2 TB per month. We would be charged at least \$40 more per month just for using the service we pay for.

We also are in a contract for another 8 months so not would be very expensive to cancel and switch to a different provider...if there was even another good option here.

I don't think stuff like this should be allowed.

Ticket: # 1244937 - COMCAST 1TB DATA CAP

Date: 10/7/2016 6:51:04 PM

City/State/Zip: San Francisco, California 94121

Company Complaining About: Comcast

Description

Comcast has an effective monopoly on broadband internet in most cases, for a utility that should be considered a public good. These unreasonable data caps are designed to punish people who do not subscribe to comcast TV, and only broadens its monopoly. There are no ways to prevent yourself from being charged unreasonable overage charges. Furthermore, Comcast has been shown time and time again to be completely unreliable in counting data (<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>).

Ticket: # 1244939 - Comcast Data Caps**Date:** 10/7/2016 6:51:29 PM**City/State/Zip:** Gresham, Oregon 97080**Company Complaining About:** Comcast

Description

Apparently Comcast is now expanding their data caps to Oregon for no reason than to charge more money. I had a roommate from South Korea who was complaining about internet speeds in the United States. Why are we lagging behind other countries we should be far ahead of? Besides the obvious reason: greed. If I could switch from comcast to another company I would, but unfortunately comcast is the only serious option in my area. As a computer programmer, and someone who heavily relies on cloud services for fun and for work, this worries me immensely. Everyone knows how horrible data plans are for cell phones, and now Comcast wants to ruin home internet for us.

Ticket: # 1244941 - Data caps - Comcast

Date: 10/7/2016 6:51:35 PM

City/State/Zip: Indianapolis, Indiana 46234

Company Complaining About: Comcast

Description

I just received an email from Comcast stating that there are new data caps and that I will be charged if I exceed the caps. I specifically checked with Comcast before subscribing to their service to ensure there were no caps in my area. This is a bait and switch. Due to regional monopolies, Comcast is my only high-speed provider. This should be illegal.

Ticket: # 1244944 - Unethical Comcast Data Cap

Date: 10/7/2016 6:52:02 PM

City/State/Zip: Puyallup, Washington 98371

Company Complaining About: Comcast

Description

Comcast is implementing a 1TB data cap in my state, Washington. It is a grossly unethical practice, and it is just a way for a mega corporation to make more money from their consumers. They say it is in fairness, but that's not true. I don't pay less if I use less. I pay more if I use more.

Ticket: # 1244954 - Comcast has implemented data caps in Fort Collins, Colorado

Date: 10/7/2016 6:53:31 PM

City/State/Zip: Fort Collins, Colorado 80526

Company Complaining About: Comcast

Description

Comcast has begun enforcing data caps here in Fort Collins, Colorado, which is a blatant ignoring of Net Neutrality.

Ticket: # 1244959 - Comcast is imposing data caps on my internet service at 1TB

Date: 10/7/2016 6:53:51 PM

City/State/Zip: Portland, Oregon 97214

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1244955 - Comcast California data caps**Date:** 10/7/2016 6:53:33 PM**City/State/Zip:** San Jose, California 95136**Company Complaining About:** Comcast

Description

Comcast has recently rolled out data caps on home internet across the entire state of California. This is a blatantly anti-competitive tactic to strangle online video streaming services, a direct competitor to their Comcast's own cable TV offerings. I am currently one of their cable internet subscribers and my address doesn't have any other options for broadband internet, so I have no choice in the matter.

It's especially ridiculous because cable TV is not, and never has been, billed based on the amount of TV you watch. That would be a ridiculous concept. I'm paying for a certain amount of bandwidth to be delivered to my home, and now, out of the blue, Comcast has decided that I'm only allowed to use a certain amount of it per month for the same price. This is despite their own internal company memos admitting that data caps have nothing to do with congestion and are simply a revenue generator for them.

Please declare data caps on home broadband connections to be a blatant violation of net neutrality.

Ticket: # 1244956 - Comcast Instilling Data Caps In My Area**Date:** 10/7/2016 6:53:47 PM**City/State/Zip:** Ann Arbor, Michigan 48105**Company Complaining About:** Comcast

Description

I was recently contacted by comcast to inform me that starting next month I will have a 1tb cap on my internet service. I believe this to be unethical. Many reports state that this tactic is being employed to combat users moving away from cable to use streaming services. Enforcing such a cap would usually be more than enough for me to consider switching services, however since there are no competitors to comcast in my city I am forced to comply (I have read that comcast has signed an agreement with the city of Ann Arbor to ensure competing companies do not enter the city, but that is another whole can of worms). Most any other developed country receives uncapped internet access at a much lower rate, however since comcast has a monopoly on many cities in America they are able to financially abuse their customers in this way. This is obvious when you see that comcast is only enforcing these caps in cities where they do not have a valid competitor. Many cities on the east coast where verizon fios internet service is available are not receiving data caps.

Ticket: # 1244975 - Comcast Data Caps

Date: 10/7/2016 6:56:06 PM

City/State/Zip: San Jose, California 95112

Company Complaining About: Comcast

Description

Comcast should not be allowed to implement data caps. This is anticompetitive behavior limits online streaming services and stifles competition. Data caps were said to be unneeded by Comcast's head technical adviser.

[Ticket: # 1244979 - there will be a Comcast data cap starting in November](#)

Date: 10/7/2016 6:56:27 PM

City/State/Zip: San Francisco, California 94116

Company Complaining About: Comcast

Description

It's common knowledge that Comcast is a terrible company, and I just heard that they will start using data caps in California starting in November. Anyone who understands what a data cap is should oppose the idea. This complaint requires no specific action, I only wished to file for visibility. Please do whatever you can to oppose data caps. Thank you for your time.

Ticket: # 1244983 - 1TB Data Cap Imposed by Comcast

Date: 10/7/2016 6:56:53 PM

City/State/Zip: Santa Fe, New Mexico 87507

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

Data caps are ant-competitive, anti-innovative, and anti-consumer. Think about content providers like Netflix. As Netflix continues to increase the quality of its streaming service, more data will be necessary. Now consider Comcast' sown streaming service, which is data exempt from the cap. This allows Comcast an unfair advantage. This precedent will permit Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. Data caps should not be allowed.

Ticket: # 1244989 - Comcast Data Caps**Date:** 10/7/2016 6:57:18 PM**City/State/Zip:** Cape Coral, Florida 33993**Company Complaining About:** Comcast

Description

With the recent news that Comcast is beginning to roll out their 1 TB monthly data caps across the country, I feel that something should be done to prevent them from downgrading the service of consumers below what they have had in the past.

In our household with 4 people and paying for TV service, we consistently use over 750 GB of data per month, going over the 1 TB monthly threshold more than once. A data cap at 1 TB would mean we would not be able to get rid of our TV service without paying overage charges or paying an additional fee for unlimited usage. If everyone in the house exclusively used the internet in place of TV, the data caps would be hit every single month.

To my family, it feels like Comcast is targeting customers who wish to abandon traditional TV services, such as cable and satellite by charging more for the same service they have had for the previous years. Not only has Comcast not made improvements to the internet service they provide, but now they want to charge more for the same service we have had for many years. Implementing data caps is their way of scraping up more money from people who want to get rid of their other services.

Ticket: # 1244990 - Comcast data caps

Date: 10/7/2016 6:57:18 PM

City/State/Zip: East Lansing, Michigan 48823

Company Complaining About: Comcast

Description

Data caps that are being imposed by Comcast are greedy and downright scummy. They are taking advantage of being the only broadband provider in the area and taking advantage of their customers.

Ticket: # 1245029 - Data Caps

Date: 10/7/2016 7:02:44 PM

City/State/Zip: Roseville, California 95678

Company Complaining About: Comcast

Description

I have a large family Of data users.

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1244991 - Comcast Internet Caps**Date:** 10/7/2016 6:57:26 PM**City/State/Zip:** Seattle, Washington 98105**Company Complaining About:** Comcast

Description

Starting November 1, Comcast will be imposing a 1TB monthly data cap on my Internet usage, something that was not a part of my initial contract. With eight people in a single house, Comcast is unfairly attempting to constrain our usage. This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1245008 - Comcast Data Caps

Date: 10/7/2016 7:00:19 PM

City/State/Zip: Seattle, Washington 98125

Company Complaining About: Comcast

Description

Comcast is the only option for Internet where I live in Seattle. They are now introducing data caps to generate more revenue for themselves while providing no additional service.

Ticket: # 1245039 - Comcast data caps

Date: 10/7/2016 7:03:41 PM

City/State/Zip: Sacramento, California 95826

Company Complaining About: Comcast

Description

ISPs should not be allowed to make data caps and then charge users to remove cap. This is horrible. Please put a stop to this.

[Ticket: # 1245055 - upcoming changes to Comcast services](#)

Date: 10/7/2016 7:05:01 PM

City/State/Zip: Bothell, Washington 98011

Company Complaining About: Comcast

Description

Comcast sent me an email saying as of November 1st they are adding a data cap to my state. this is something i did not agree to and would effectively double my internet bill every month. every time i have tried to contact them about the issue the give me the run around (close my support tickets as resolved or endless hold) and when i try and leave they threaten to charge me for ending my contract early.

Ticket: # 1245307 - Comcast Data Caps

Date: 10/7/2016 7:39:34 PM

City/State/Zip: Chico, California 95973

Company Complaining About: Comcast

Description

Comcast is implementing data caps. It's a large cap but it is still a cap. I believe that because I have no other options for internet service that they should not be able to do this.

Ticket: # 1245057 - Say NO to data caps!

Date: 10/7/2016 7:05:07 PM

City/State/Zip: Fayetteville, North Carolina 28314

Company Complaining About: Comcast

Description

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It won't be long for other providers to follow suit, and it needs to stop before that happens. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1245064 - Comcast data caps and bill increase

Date: 10/7/2016 7:05:49 PM

City/State/Zip: The Woodlands, Texas 77380

Company Complaining About: Comcast

Description

Comcast has implemented data caps on the unlimited service I was paying for. They have also doubled my bill for the now limited service that I did not agree to.

[Ticket: # 1245068 - Comcast data caps](#)

Date: 10/7/2016 7:06:49 PM

City/State/Zip: Portland, Oregon 97214

Company Complaining About: Comcast

Description

Data caps are anticompetitive to online streaming video services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1245078 - Comcast Data Caps

Date: 10/7/2016 7:08:43 PM

City/State/Zip: Ann Arbor, Michigan 48104

Company Complaining About: Comcast

Description

The new Comcast Data caps being imposed in our area are unjustified and do nothing besides harm the economic capabilities of the nation. In my house of 5 Undergraduate engineers, we rely on high speed internet for our work, school, any start up ventures we are pursuing, and relaxation. This is an integral part of the nation's infrastructure and to not protect it is frankly offensive.

Ticket: # 1245100 - Comcast data caps

Date: 10/7/2016 7:11:11 PM

City/State/Zip: Sacramento, California 95864

Company Complaining About: Comcast

Description

Comcast's new data caps are based solely in corporate greed and represent a pure profit grab by a monopoly provider. It is unacceptable for a company to demand money from trapped customers with no alternatives. In reality, the incremental cost of sending data continued to plummet - in a properly functioning market, this alone would spark cutthroat competition.

I urge the FCC to reign in Comcast and the other providers until such time that crony regulations are repealed such that the American people can reap the benefits of a truly competitive internet service marketplace.

Ticket: # 1245102 - Comcast's Internet Caps**Date:** 10/7/2016 7:11:23 PM**City/State/Zip:** Las Cruces, New Mexico 88001**Company Complaining About:** Comcast

Description

I don't believe that Comcasts data caps that will take effect in my area next month align with the spirit of open internet that internet users the world over cherish and that the FCC is intended to regulate. I think it is fairly obvious that no legitimate argument can be made on behalf of data caps except greed and the secret desire to throttle Comcast's competitor's like Netflix. It is fairly obvious the world over that the future economy and cultural nexus of humanity is online. How is it's basic service not a human right yet? People will only use more and more internet in the future. Are we ready to allow these big monolithic companies to establish monopolies? There are only two internet providers in my area to begin with! Please look into restraining Comcast's ability to decide how much data should cost. If their motives were pure they would insist that data be a flat rate. They're not. If it matters, I am not a so called "power user" I can just see the writing on the wall. Didn't tax dollars help set up the system to begin with?

Ticket: # 1245107 - Comcast 1tb Data cap

Date: 10/7/2016 7:11:58 PM

City/State/Zip: Portland, Oregon 97206

Company Complaining About: Comcast

Description

Comcast recently blogged about data caps coming on 11/1 to the Oregon area. Just as Google Fiber pulled out this new cap goes in. 82.95 for a cap and 150mbps connection. There is little to no competition in my area. Even their own network engineers say this is a business policy and has nothing to do with their network.

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

This is just insane. Please help FCC.

Ticket: # 1245112 - Comcast Data Caps

Date: 10/7/2016 7:12:24 PM

City/State/Zip: Indianapolis, Indiana 46239

Company Complaining About: Comcast

Description

Comcast has instituted Data Caps and will be charging users who exceed those caps. My concerns are *many*.

- 1) This was done with nominal (a few week's notice).
- 2) By virtue of data caps, Comcast charges for both incoming and outgoing data.
- 3) Not only does Comcast charge customers for inbound and outbound data, but they charge content producers as well.
- 4) By virtue of data caps, Comcast charges for the speed of data delivery in addition to the amount consumed.
- 5) Comcast's monopoly status empowers them to raise rates while the cost of providing services continues to drop.
- 6) Comcast promotes data caps in the interest of "fairness" but offers no pay-as-you-go plan (a 5 cent per GB plan with a \$10 minimum would be a reasonable way of implementing a "fair" plan).
- 7) This is a transparent attempt to ease customers into the idea of caps before IP TV and 4K become the norm.

No other monopoly industry gets away with charging so many ways for a service that has such nominal ongoing costs. Please enact rules to prevent their ongoing abuse.

[Ticket: # 1246253 - A data cap??](#)

Date: 10/7/2016 10:25:18 PM

City/State/Zip: Tacoma, Washington 98402

Company Complaining About: Comcast

Description

Why the fuck is Comcast implementing a data cap???

Ticket: # 1245118 - Data Caps from Comcast

Date: 10/7/2016 7:13:01 PM

City/State/Zip: Elk Grove, California 95757

Company Complaining About: Comcast

Description

Comcast implementing 1TB data cap on areas that previously had unlimited, only to make the option of unlimited \$50 more over your current bill. It's quite obviously a plan to undermine Netflix, and a money grab. When you you have a family of 4+ it's quite easy to go over your limit, especially when we're streaming most of our shows, and I'm sure Comcast knows this.

Ticket: # 1245256 - Comcast Internet Caps

Date: 10/7/2016 7:32:18 PM

City/State/Zip: Houston, Texas 77080

Company Complaining About: Comcast

Description

Starting November 1, Comcast will implement data caps. Their current plan says this will be extended to Houston, TX - meaning it will affect me personally.

Whether it is a few gigabytes or one terabyte or hundreds of petabytes, any abridgment of internet speeds and data access are highly counterintuitive and run against the spirit and potential of data flow the internet represents.

Data caps are anticompetitive to online streaming video services, to non-mainstream websites, and to up-and-coming websites that have the potential to affect the world positively.

Their past shady deals and behavior lead me to conclude Comcast will begin allowing data-free streaming with pre-approved services and not others (similar to how T-Mobile treats Spotify/YouTube/etc) which violates the principles of net neutrality.

Furthermore, the Internet is simply too important and integral to the current way of life to let greedy corporations control the flow of data.

At a certain point, it becomes an abridgment of speech - while today I can access Reuters and AP with ease, given time Comcast or other providers might "encourage" me to access their own websites full of advertisements, political spin, and bullshit.

While Comcast is a private actor, there is legal precedent to hold private actors accountable for abridging constitutional rights. By saying how much information we can receive and send, Comcast seeks to take away millions of people's basic rights.

As the FCC - a group meant to protect and empower the PEOPLE of the United States, not the CORPORATIONS of the United States, I urge you to take a strong stance and not let private companies control the Internet any more than they already do.

On a related note, if you have the ability to tell the legislators in power across the many states, please let it be known that the Internet should and must be treated as a right available to all that should never be abridged. Data flow is analogous to impeded speech, but also to electricity or many other services. It must have a unique status more like a utility or common-carrier than what it has today. The current political climate allows Comcast and its like to put their own special interest ahead of the people - typified by the colossally foolish notion that cities should not be allowed to install fiber optics and municipal internet.

Comcast is a bad actor. Please don't let them get away with doing this.

Ticket: # 1245130 - Comcast

Date: 10/7/2016 7:14:04 PM

City/State/Zip: Fort Collins, Colorado 80538

Company Complaining About: Comcast

Description

I live in Colorado and my only option for internet is comcast same with tv and phone. There are no options at all in my area.

Their network and system is old and out of date. The cables in my area are visibly dry rotting. If someone does come out they give me fake reasons on why my service doesn't work. The latest excuse was that their service doesn't work properly because there is no cell phone coverage in my area. The two services are completely unrelated.

The new data cap limits with price hikes are a joke. As Comcast is providing nothing new for me or consumers.

My service actually got worse when Comcast forced me into a new hotspot router/modem. Living near a state park and having no cell service that hotspot modem would become overloaded and force me off the service I'm paying for.

I pay for internet service and have kids that need to use it for school projects and most times it doesn't even work properly. complaints about it basically go unanswered.

I really don't understand or can justify why we should have to pay for a service that is years out of date. Especially when nothing is being done to upgrade, maintain or improve the network.

How is it that Comcast is allowed to be a monopoly? there are laws in place against monopolies.

Ticket: # 1245132 - Comcast Internet Data Caps

Date: 10/7/2016 7:14:15 PM

City/State/Zip: Vancouver, Washington 98685

Company Complaining About: Comcast

Description

These data caps are unreasonable and unfair. They are charging \$50 extra for something they've been doing for free. I suspect the reason they are imposing these caps is so more users will buy their Xfinity cable service. Streaming HD shows and movies on services like Netflix, Hulu, or Amazon uses most of the data within their limit.

Ticket: # 1245149 - Comcast 1 TB data cap

Date: 10/7/2016 7:16:56 PM

City/State/Zip: Grand Blanc, Michigan 48439

Company Complaining About: Comcast

Description

Comcast has announced a 1TB data cap coming. This will severely impact my family's ability to stream video and use the Internet. Comcast has a MONOPOLY on broadband in my neighborhood. I have ZERO other options available for broadband.

Ticket: # 1245235 - Comcast Data Cap**Date:** 10/7/2016 7:28:34 PM**City/State/Zip:** Centennial, Colorado 80112**Company Complaining About:** Comcast

Description

I recently received notice that starting November 1, Comcast will be applying a one terabyte data cap to my account, which was previously unlimited, and that if I wish to receive the same service I had before I must now pay an extra \$50 per month for an "unlimited" data plan. One month ago in September, I agreed to a retention offer from Comcast that allowed me to keep the service I previously had at a "promotional" rate of \$60 per month, and I am locked into those terms for a full year or else I have to pay an early termination fee. It seems Comcast is not similarly bound because they are now unilaterally changing the terms of their contract with me to my detriment without compensation, and are forcing me to pay almost double to continue receiving the same service I agreed to.

This is an unfair business practice and a bait and switch tactic that should not be allowed. If I am locked into a one year service agreement, Comcast should not be allowed to unilaterally change the terms of that agreement with only one month's notice.

Moreover, the fact that Comcast charges overage fees if I use more than one terabyte on third party services, but they do not count their own online streaming services against the data cap ("zero rating") is anti-competitive and in violation of the FCC's net neutrality principles. While I do not currently use over one terabyte of data per month, as 4K video streaming becomes more common, I have no doubt that in a few years, the vast majority of Comcast's customers will frequently run over this data cap. Comcast is using the new data cap in an anti-competitive manner to insulate themselves from competition from streaming video providers, forcing their customers to either pay double to continue using data intensive streaming services or else forcing streaming providers to pay Comcast to zero rate their services. This violates both the letter and spirit of the FCC's net neutrality regulations and demands action from the FCC.

I therefore urge the FCC to take action against Comcast's unfair, anti-consumer, and anti-competitive business practices with its data caps and zero rating.

Ticket: # 1245672 - Data caps

Date: 10/7/2016 8:36:38 PM

City/State/Zip: Dekalb, Illinois 60115

Company Complaining About: Comcast

Description

Data caps are just ridiculous and a reason to charge for some arbitrary number when it doesn't cost any extra money for more data

Ticket: # 1245162 - Comcast's data caps

Date: 10/7/2016 7:19:45 PM

City/State/Zip: Irvine, California 92618

Company Complaining About: Comcast

Description

I am genuinely worried about Comcast's data caps. While I do not have Comcast I am worried that by allowing Comcast to implement and enforce data caps other ISP's will feel emboldened to do the same. Please stop this ridiculous, anti-competitive, unfair behavior. Comcast has no valid business reason for doing this beside milking more money out of their customers. Data caps on wire-line based services are completely without merit or reason.

Ticket: # 1245163 - Comcast Data Caps**Date:** 10/7/2016 7:19:45 PM**City/State/Zip:** Bellevue, Washington 98004**Company Complaining About:** Comcast

Description

Hi there,

Today I received an e-mail from Comcast stating that on November 1st they will be implementing data caps for all accounts which in todays day and age is unacceptable. With the amount of resources that have moved online and rely on internet access, charging overage fees on top of the already exorbitant fees to access the internet is ridiculous. In my area, Comcast is the only viable internet service provider and as such get free reign to charge whatever they want because there is no competition.

On top of this, Comcast is now offering what is essentially insurance that allows for unlimited data usage on top of your current monthly bill in an effort to double dip consumers who are afraid of going over their allowance.

Comcast is in effect a monopoly and their efforts are highly predatory against consumers who have no alternative. By implementing data caps, Comcast is threatening to quash not only free and open communication, but creativity and innovation based on the ever increasing reliance on the internet.

Thank you for your time.

(b) (6)

Ticket: # 1245172 - Data Caps

Date: 10/7/2016 7:21:01 PM

City/State/Zip: Jacksonville, Florida 32246

Company Complaining About: Comcast

Description

Data caps are anticompetitive to online streaming services.

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (much like T-Mobile with their Binge On service). I believe this violates net neutrality and sets an anti-consumer precedent.

Ticket: # 1245185 - Data caps

Date: 10/7/2016 7:21:59 PM

City/State/Zip: Port Saint Lucie, Florida 34952

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1245193 - Comcast Data Caps

Date: 10/7/2016 7:23:18 PM

City/State/Zip: Pasadena, California 91106

Company Complaining About: Comcast

Description

It is extremely unsettling that a company like Comcast will begin to institute data caps. Internet access is not a luxury anymore, it is simply a necessity of life and should not be restricted to arbitrary numbers created by businesses intent on maximizing profits. I am afraid that this will set a precedent for the industry at large, with other providers following suite.

Ticket: # 1245196 - Comcast Data Cap

Date: 10/7/2016 7:23:51 PM

City/State/Zip: Ogden, Utah 84401

Company Complaining About: Comcast

Description

Sick of this comcast monopoly. Data cap after paying \$244 a month for their services, and if we don't like it we have to pay an extra \$50 more. Complete BS.

Ticket: # 1245202 - Data Caps

Date: 10/7/2016 7:24:49 PM

City/State/Zip: San Francisco, California 94116

Company Complaining About: Comcast

Description

Based on information provided by Comcast they plan on initiating a data cap on my internet connection. This is not acceptable and will keep me from accessing content that is necessary for modern life such as my bank account.

Ticket: # 1245206 - Comcast Datacap/Monopoly

Date: 10/7/2016 7:25:22 PM

City/State/Zip: Chico, California 95926

Company Complaining About: Comcast

Description

In Chico, California, there are very few options that we have for truly high speed internet. Comcast is imposing a 1 TB data cap, which sounds like a large amount but it isn't. Not for a family of four who have high bandwidth usage.

I work from home, as well as go to school, my wife works from home and goes to school via the internet (San Jose State University for a masters in information/technological sciences)

I have two children, and they are 10 and 13, my son plays games online, my daughter streams videos. We are a high bandwidth family, not solely from videos, but downloading games, streaming music, face-timing with relatives across the country. Last month we used close to a TB of data and we were barely using the internet for anything more than Netflix and Google Music.

There is no other option in Chico, CA that can support three active users and a fourth occasional user. Not with speeds that are required for us to telecommute, and send files back and forth. This is ridiculous, the caps are meaningless and arbitrary. They are money grabs, and it is already expensive to have the internet through Comcast as it is.

Ticket: # 1245213 - Comcast data limits

Date: 10/7/2016 7:26:00 PM

City/State/Zip: Chico, California 95926

Company Complaining About: Comcast

Description

Comcast implementing data caps. This decreases the value of my plan but are still charging me the same amount.

Ticket: # 1245218 - Comcast Data Caps**Date:** 10/7/2016 7:26:27 PM**City/State/Zip:** Aurora, Colorado 80014**Company Complaining About:** Comcast

Description

Comcast is imposing data caps on its customers. This is in addition to them already throttling customers internet speeds. Comcast already lies about the internet speeds they are providing to customers and even have sponsored speed test sites to deceive their customers into believing their internet is faster than it actually is. Data capping is the next thing on the docket for Comcast screwing their customers over. Not only is it anti-competitive and anti-consumer, going against net neutrality, it is the beginning of Comcast trying to impose more fees for less content. Comcast is attempting to exercise too much control over the customer. It starts here but if left unchecked, will allow Comcast to impose further data caps and require more money from customers to raise said caps. Studies have shown that it cost telco 3 cents once all costs are totaled to transmit 1gb of data. With my current internet usage and a healthy profit margin for Comcast at even 30 cents per gb, I should be paying no more than 10 dollars per month for what i actually use. Somehow after Comcast takes their hefty ransom, customers are left paying upwards of 50-60 dollars. That is a considerable increase to consumers and Comcast is trying its hardest to give consumers even less for the same or more money. It is bad enough that Comcast holds the monopoly in my area on high speed internet, leaving me nowhere else to go, but they aren't even providing me the service that I pay for. I have attached a copy of speed tests run on my system that show I am not getting what I pay for using all comcast branded equipment. South Korea can manage to get people affordable 1gb/s internet speeds while Comcast has its customers paying premiums for 150mb/s (that is mega-bytes not giga-bytes) and only getting a fraction of that. Something must be done about this. Thank you for taking the time to read and address my complaint.

Ticket: # 1245223 - Data Caps

Date: 10/7/2016 7:27:06 PM

City/State/Zip: Houston, Texas 77042

Company Complaining About: Comcast

Description

I guess signing a contract that didn't include data caps doesn't mean anything? Does that work both ways? If I change the terms of our contract by paying \$1/Mo then Comcast has to keep servicing me?

I mean, that would be fair. But you can bet it wouldn't work out that way.

Ticket: # 1245228 - Comcast data caps

Date: 10/7/2016 7:27:42 PM

City/State/Zip: Fishers, Indiana 46037

Company Complaining About: Comcast

Description

Very, very angry about Comcast's announcement of data caps. Absolutely furious.

Ticket: # 1245248 - Comcast Data Cap threaten access to high resolution streaming services

Date: 10/7/2016 7:30:11 PM

City/State/Zip: Fremont, California 94536

Company Complaining About: Comcast

Description

Comcast has implemented a data cap of 1 TB of data per month for home accounts. This material change in contract threatens access to high definition home streaming.

Home streaming in Ultra HD quality utilizes 25 Mbps, and (<https://help.netflix.com/en/node/306>).

For customers accessing this HD quality video (only requiring an 4k HD TV and a recent set top streaming device (XBOX One, PlayStation 4, or Roku 4, for example), the data cap will be reached after streaming just 44.4 films.

For a family of four streaming from one home internet connection, this data cap represents as little activity as streaming 11 movies per month, or 3 movies per week per person. This severely limits the accessibility of this high resolution format and will unfairly encumber development from competitors in this area.

Higher bandwidth offerings from COMCAST only allow customers to hit the data cap sooner. It is possible to hit the cap at the lowest tier level of service.

Comcast provides DVR services which allow for content to be delivered over a TV cable connection and replayed, which is unfair competition for streaming services affected by this change. Comcast has now limited customers ability to access state of the art services from media providers other than itself.

Comcast claims that 99% of customers are below the 1 TB limit. Comcast currently has 23.3 million internet customers (<http://arstechnica.com/business/2016/02/comcast-shrugs-off-years-of-cord-cutting-losses-adds-89k-tv-customers/>)

If that is true the implementation of this data cap represents 230,000 affected customers, and the new \$200 overage fee will bring Comcast an estimated 46.6 million dollars from customers currently under contract, with no additional customer value.

Ticket: # 1245259 - Unexpected Data Cap**Date:** 10/7/2016 7:32:33 PM**City/State/Zip:** San Jose, California 95136**Company Complaining About:** Comcast

Description

I chose to subscribe to Comcast last month because they specifically stated on the phone that they did not have a data cap. I received an email today from them stating that there is now a data cap.

I filed this under Net Neutrality because data caps are a way for ISPs who are also content providers, such as Comcast, to perform anti competitive business practices. Before the ruling that made Net Neutrality the law of the land, ISPs that are also content providers such as Comcast would throttle connection speed to competing content providers such as Netflix so consumers would be more likely to use Comcast content over Netflix. Since Comcast and Time Warner lost the ruling they are now deciding to use data caps to get their way. Now if you go over their data cap, presumably from using Internet content like Netflix (which is a direct competitor to Comcast's Xfinity) you will be charged. This makes it so customers are more likely to use their Xfinity subscription over Netflix. Since Comcast is essentially placing an artificial cap on data* to prevent competition from Internet services such as Netflix to their products. I think this is a violation of Net Neutrality since my ISP, who is also a content provider, is now favoring their products over the competition.

*Data is an infinite resource so there is no need for a cap. The bandwidth is the finite resource when it comes to the Internet, not the amount of data you download total. An easy analogy for this is to think of the Internet as a road that lets you connect your house / computer to another location. The bandwidth is finite because it would be the speed you can drive on a road in this analogy. Not all roads can allow all cars driving on it to go as fast as they want unless additional infrastructure is paid for, similarly Internet customers cannot download as fast as they want unless there is paid infrastructure. Data is infinite because it would be how far you can drive on a road in this analogy, no extra infrastructure is needed for the road if the journey is longer and similarly Comcast is not affected by the amount of data customers download since no infrastructure is needed to support the amount of data customers download.

Ticket: # 1245264 - Billing

Date: 10/7/2016 7:33:35 PM

City/State/Zip: Eugene, Oregon 97405

Company Complaining About: Comcast

Description

This is the same service we have always payed for, and now if we want to keep this service we have to pay more for it. While we aren't usually close to the data cap every month we might be soon, as 4k streaming is on the rise. Also, the comcast subscriber agreement has been violated.

<http://www.xfinity.com/corporate/customers/policies/subscriberagreement.html>

"We may change our prices, fees, the Service(s) and/or the terms and conditions of this Agreement in the future. Unless this Agreement or applicable law specifies otherwise, we will give you thirty (30) days prior notice of any significant change to this Agreement."

Ticket: # 1245429 - Comcast Data Caps

Date: 10/7/2016 8:00:27 PM

City/State/Zip: Keizer, Oregon 97303

Company Complaining About: Comcast

Description

I find it despicable that Comcast is now enforcing a 1 Terabyte data cap in my area given that I have no alternative to switch to another carrier if I wish to still have high internet speeds.

Ticket: # 1245266 - Billing

Date: 10/7/2016 7:33:44 PM

City/State/Zip: Eugene, Oregon 97405

Company Complaining About: Comcast

Description

This is the same service we have always payed for, and now if we want to keep this service we have to pay more for it. While we aren't usually close to the data cap every month we might be soon, as 4k streaming is on the rise. Also, the comcast subscriber agreement has been violated.

<http://www.xfinity.com/corporate/customers/policies/subscriberagreement.html>

"We may change our prices, fees, the Service(s) and/or the terms and conditions of this Agreement in the future. Unless this Agreement or applicable law specifies otherwise, we will give you thirty (30) days prior notice of any significant change to this Agreement."

Ticket: # 1245271 - Comcast 1 TB

Date: 10/7/2016 7:34:10 PM

City/State/Zip: Menlo Park, California 94025

Company Complaining About: Comcast

Description

Comcast's upcoming 1 terabyte data cap is against the spirit of an open internet and is an anti consumer tool used to punish cord cutters. their claims that only 1% of users will be affected by this is absolute horseshit, any household with more than three people will be close to, if not exceed, the data cap, essentially adding \$50 to an already outrageous bill.

Ticket: # 1245272 - Comcast Data Cap**Date:** 10/7/2016 7:34:20 PM**City/State/Zip:** Milpitas, California 95035**Company Complaining About:** Comcast

Description

I am not in favor of Comcast's data cap and believe its a company in a very strong position to bully around its customer base. In my area, there are not many cable-based internet providers. It is quite difficult to switch over to another company that can provide comparable speeds. Comcast is in a clear position to do as it pleases because there is no competition. We were also notified today 10/7/2016, but the effect of the changes will begin 11/1/2016. It is not 30 day period as expressed in their contact. However, I do understand they are able to open to alter/change services without prior notify, much to my dissatisfaction.

Ticket: # 1245283 - Comcast is imposing data caps on my internet service at 1TB.

Date: 10/7/2016 7:35:39 PM

City/State/Zip: Springville, Utah 84663

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1245279 - Comcast internet data cap

Date: 10/7/2016 7:34:56 PM

City/State/Zip: Los Lunas, New Mexico 87031

Company Complaining About: Comcast

Description

November 1st Comcast will impose a 1TB/mo. data cap on all residential customers. To impose this would be a money grab. We already pay a premium on a service and with the technology already ingrained in our every day lives, the fact is that we'll eventually reach that cap and exceed it soon enough.

[Ticket: # 1246044 - Xfinity data cap](#)

Date: 10/7/2016 9:42:59 PM

City/State/Zip: Stockton, California 95219

Company Complaining About: Comcast

Description

Absolutely asinine that there are data caps. This is a violation of rights for a service I pay for. Comcast claims I've used 500 GB last month and I haven't even been home for 80% of the day.

Ticket: # 1245282 - Comcast Data Cap - Portland, Oregon

Date: 10/7/2016 7:35:38 PM

City/State/Zip: Beaverton, Oregon 97008

Company Complaining About: Comcast

Description

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

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

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

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

Ticket: # 1245295 - Comcast XFINITY Data Cap

Date: 10/7/2016 7:36:56 PM

City/State/Zip: Westminster, Colorado 80031

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates an arena that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, like XFINITY Stream TV service, which are not subject to the same restrictions.

This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anti-competitive, anti-consumer, anti-innovation, and I don't think it should be allowed. Please regulate internet access as a public utility and stop this madness!

Ticket: # 1245297 - Data Caps By Comcast in WA state

Date: 10/7/2016 7:36:57 PM

City/State/Zip: Kent, Washington 98031

Company Complaining About: Comcast

Description

Comcast had decided to impose data caps on the entire west coast, starting next month. This is an unacceptable attempt to gouge consumers that have no choice for internet service (on plans that already overcharge for underwhelming speeds) in the obviously false name of "reducing congestion" and "punishing the few customers that use the most data" in an age where more and more entertainment, communication, and business is being done online. It is setting the groundwork for a future in which they can charge even more than their usual \$50-100 per month for the amount of data people need to use any of their competing services (like Netflix or Amazon), as well as perform basic daily functions that rely more and more on internet connectivity.

Ticket: # 1245299 - Comcast (and other's) Data Caps. The Concern Is Only Growing...

Date: 10/7/2016 7:37:42 PM

City/State/Zip: Little Rock, Arkansas 72223

Company Complaining About: Comcast

Description

I've been with Comcast for a little over a year and half now. While I speak pretty highly of the service itself (and even the customer service recently has stepped up...), the recent expansion of their data cap program is deeply concerning and something that I feel needs to be dealt with swiftly.

- This is a direct assault on internet neutrality. i.e. The primary services using the types of bandwidth affected are streaming video and cable tv alternatives (cord cutters), producing a monopoly for Comcast and others with data cap programs (especially in areas with restricted internet options). While I do carry a cable subscription currently, I don't believe that this practice has any net benefit for anyone but Comcast.

Additionally, it directly impacts high data consumption areas with educational and scientific purposes (Hadron Collider's 300TB+ of data anyone?) as well as content delivery for video games and other media.

- Stifling innovation. As previously mentioned, streaming media alternatives, and media/data distribution advances. Even in the tv realm, I am not able to enjoy 4k/HDR content with peace of mind due to cap anxiety, unless I arbitrarily choose to pay extra for data, which is not a finite resource in the traditional sense.

- To add insult to injury, unregulated data cap meters on top of the unfair data cap practice. How is this legal? Comcast (and others) control their meters with no outside regulating body. The threat of price gouging or targeting individual users is real, with no justifiable evidence other than "because we said so". I don't think any user can rightfully be expected to pay for their data on a potentially non-calibrated, unregulated, and non-transparent measurement device. To add, Comcast could poorly maintain some lines causing artificial packet drop and increased bandwidth usage at the user's cost, in addition to botnets, malware, and other high bandwidth consumption sources.

Individuals aren't expected to use non-calibrated fuel pumps, and measuring equipment in most industries is expected to be calibrated. Why is this any different?

Ticket: # 1245354 - Comcast Data Caps

Date: 10/7/2016 7:48:15 PM

City/State/Zip: Colorado Springs, Colorado 80916

Company Complaining About: Comcast

Description

Data caps are anticompetitive to online streaming video services. I have Sling TV as my television provider, and now Comcast want's to punish me for leaving their cable TV by trying to make sure I can't watch my new TV provider.

Also, I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1245316 - Comcast's new 1TB data cap

Date: 10/7/2016 7:40:27 PM

City/State/Zip: Salt Lake City, Utah 84105

Company Complaining About: Comcast

Description

I am concerned that Comcast's new policy of widespread data caps limit the ability to have an open internet. If someone pays for Comcast's competing cable TV entertainment packages with on demand streaming, you can stream as much as you want without any limit. If you use a service other than cable tv, such as Netflix, for the same material through their same Comcast network, they require people to pay extra for usage. This practice gives Comcast an unfair advantage competing with other stream-able internet services, and creates an environment where Comcast is not neutral in the handling of services and internet protocols over its network. At the very least, Comcast should treat its own content delivery the same as any other internet content delivery service, regardless of protocol used.

Thank you for your time.

Ticket: # 1245334 - Comcast data caps

Date: 10/7/2016 7:42:41 PM

City/State/Zip: Manteca, California 95336

Company Complaining About: Comcast

Description

Comcast which has a local monopoly in the area is imposing absurd data caps and raising rates if you use more than some arbitrary level.

They are already lagging behind the rest of the world in broadband availability and cost to consumers

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

Ticket: # 1245335 - With few to no competitors in most regions, Comcast takes unfair advantage of consumers

Date: 10/7/2016 7:42:59 PM

City/State/Zip: Daly City, California 94014

Company Complaining About: Comcast

Description

Because of the high cost of Internet infrastructure, Comcast holds a monopoly over broadband Internet services in many regions of the United States, including my own, where they face little to no competition. Due to this and the ever growing importance of the Internet to daily life, they can easily exploit their customers who only have the option to either live with unfair changes to contracts and poor customer service, or to forego having broadband internet at all. The latter is not a true option for most consumers, since the Internet prevails every facet of modern living in the developed world, from education to employment to leisure. Thus, the Internet must either be classified as a utility and heavily regulated, or Internet service provider giants such as Comcast must be broken up to comply with anti-trust laws. The way the current system is set up allows Comcast to extort its customers with impunity. The recent plan for Comcast to introduce data caps to customers who signed contracts for unlimited internet is one such case. Even if customers were allowed to default on their contracts, if they would like to continue receiving broadband internet service, there is still only one provider to turn to for many people.

[Ticket: # 1245338 - Comcast data cap](#)

Date: 10/7/2016 7:43:27 PM

City/State/Zip: Topsfield, Massachusetts 01983

Company Complaining About: Comcast

Description

Stop Comcast data caps

Ticket: # 1245339 - New Data Caps

Date: 10/7/2016 7:43:40 PM

City/State/Zip: Southgate, Michigan 48195

Company Complaining About: Comcast

Description

Comcast is implementing new data caps starting next month, which will limit my access to media not provided by Comcast.

Ticket: # 1245342 - Comcast's data caps

Date: 10/7/2016 7:45:11 PM

City/State/Zip: Des Moines, Washington 98148

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix, Hulu, SlingTV, Playstation Vue, YouTube, etc would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anti-competitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1245375 - Comcast Data Caps

Date: 10/7/2016 7:52:19 PM

City/State/Zip: Tinley Park, Illinois 60477

Company Complaining About: Comcast

Description

Comcast Data Caps are anti-competitive. This forces a cap on anything that I want to use on the internet. Not to mention that I have to bundle everything with Comcast in order to get any decent internet speed. Please do something about data caps.

Ticket: # 1245363 - Comcast data caps

Date: 10/7/2016 7:49:33 PM

City/State/Zip: Wilsonville, Oregon 97070

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1245364 - Comcast Data Caps

Date: 10/7/2016 7:49:40 PM

City/State/Zip: San Francisco, California 94117

Company Complaining About: Comcast

Description

To whom it may concern:

I would like to file an official complaint regarding the data caps Comcast is set to implement in my market (California) on November 1. Not only did they not notify me directly before announcing this cap, and not only did they give me less than thirty days notice, and not only did they change the terms of my contract without giving me the chance to cancel, but they are implementing a plan that has proven to be deeply flawed--both in that their reasons for said cap have no basis in reality, and that it has no need to exist except for naked corporate greed.

I've been happy with the FCC's defense of net neutrality in the past, and I have to hope you will also intervene to prevent this rank violation of Internet entrepreneurship and freedom.

Best,

(b) (6)

(b) (6)

Ticket: # 1245383 - Comcast Data Caps

Date: 10/7/2016 7:52:51 PM

City/State/Zip: Tacoma, Washington 98446

Company Complaining About: Comcast

Description

On November 1st, Comcast is issuing data caps for residents in Washington state. This is honestly despicable, because we are nearing a day and age where almost everything is done online.

As someone who does a majority of work from home, whether it be accessing our site to manage and download reports, or modify items in our database, or even attending live video feed meetings, an insane amount of the work I do requires the use of the internet. Why would anyone want to try to bottleneck the amount of work I can do by installing data caps that prevent me from using the internet unless I want to pay even more money?

I've been a Comcast customer for years and as we as people get to a time where we rely more and more on the internet, Comcast tries to swindle us out of even more money; this is the same service we've always paid for already, however now we are being forced to pay more for it.

This is also a probably because of the lack of consumer choice due to local monopoly. There are no other decent alternatives to what we can turn to. We can either get out data capped or pay Comcast even more money for the same service they've provided for years, or we can degrade our quality of living to a slower and less consistent internet provider for a similar amount of money.

Ticket: # 1245412 - Comcast Data Cap**Date:** 10/7/2016 7:56:08 PM**City/State/Zip:** Colorado Springs, Colorado 80916**Company Complaining About:** Comcast

Description

I was just notified that Comcast would be implementing a 1TB/month data cap on my home internet. This was not in the original contract I signed with them, and it is nothing other than a money grubbing scheme. Data caps do nothing to solve "congestion" issues, because if everyone in my neighborhood decided to use all 1TB of data in the first few days, the internet experience would still be terrible and congested. There is also no finite resource that the ISP needs to ensure is available for other customers. It's similar to traffic on a freeway. you're not going to get rid of traffic by telling drivers they can only drive 100 miles per month. What ISPs need to do is stop over subscribing their internet capabilities and invest in upgrading their equipment. They also could temporarily throttle users bandwidth during peak times to ensure everyone has equal access (and remove the throttling when congestion clears up). The fact that there are no other ISPs in my area makes this issue even worse, as I have nowhere else to turn for decent internet. And with the internet moving to more of a streaming ecosystem, such as streaming TV/movies (more and more available in HD and 4K), downloading video games and software which is getting ever bloated in size, and more, I could easily legitimately burn through that data cap in a matter of days. I really hope something can be done to restrict these ridiculous data caps.

Ticket: # 1245394 - Comcast datacaps

Date: 10/7/2016 7:53:42 PM

City/State/Zip: Federal Way, Washington 98003

Company Complaining About: Comcast

Description

Got a letter today from Comcast saying they're adding data caps in the middle of our contract and that I will be charged overages if I go over. Which is not part of the contract that was signed

Ticket: # 1245409 - Comcast Data Cap

Date: 10/7/2016 7:55:52 PM

City/State/Zip: Paradise, California 95969

Company Complaining About: Comcast

Description

I am writing to complain about Comcast enforcing data caps. This is an anti-competitive practice design to make me spend more money to view internet video services such as Hulu, Netflix and HBO Now. Comcast should not be allowed to engage in such consumer unfriendly practices.

Ticket: # 1245408 - Comcast data caps

Date: 10/7/2016 7:55:42 PM

City/State/Zip: Salt Lake City, Utah 84111

Company Complaining About: Comcast

Description

Comcast data caps are absolutely unreasonable and should not be allowed. Internet service should be reclassified as a utility.

Ticket: # 1245410 - Comcast implementation of data caps

Date: 10/7/2016 7:55:56 PM

City/State/Zip: Clinton Township, Michigan 48038

Company Complaining About: Comcast

Description

To whom it may concern,

I am extremely upset about Comcast's implementation of a 1TB data cap on their internet plans. I think this goes against the idea of net neutrality. A system like this opens the door to charging an additional fee for data from certain websites or companies not to count against caps. Comcast is adding another limitation to the internet service they provide without offering any sort of reduction in price for service. In fact, to continue receiving the same level of service I had previously (no data cap), I would need to pay an additional \$50 per month (~40% increase). I find this to be unacceptable and do not believe any service provider should be able to impose a limit on the amount of data a user is able to use each month on any broadband internet plan.

Thank you.

Ticket: # 1245413 - Please Stop Comcast Data Caps**Date:** 10/7/2016 7:56:11 PM**City/State/Zip:** Puyallup, Washington 98373**Company Complaining About:** Comcast

Description

Comcast has issued a notice to all its customers that a 1 terabyte (TB) Data cap has been enacted on all cable internet subscriptions. This process is anti-competitive to all other businesses that rely on high speed internet to reach their customers. Comcast is, in effect, forcing their customers to use their own services (which will not be subject to the same restrictions) over any of their competitors. For example, Comcast charges customers less money for a cable/tv package which hosts their own services and television programs, all while being immune to the Data Cap, since television does not count as data. However, for customers who choose to subscribe only to high-speed internet, but use streaming services such as Netflix, Amazon Prime, and Hulu, Comcast can charge double the rates, effectively charging customers for NOT using their own services. Unfortunately, I live in an area that there are NO COMPETITORS for high speed internet connections. Comcast has a monopoly on cable internet in my location. I have no choice but to pay their fees, since I rely on high speed internet for work and education (online college courses). Please stop Comcast, and all other cable internet companies, from essentially bypassing the Open Internet and Net Neutrality laws that were recently put into place.

Ticket: # 1245418 - Comcast is un competitive

Date: 10/7/2016 7:57:18 PM

City/State/Zip: Layton, Utah 84041

Company Complaining About: Comcast

Description

Comcast has acknowledged that it's data caps are a money grab and are not needed. Because they are a monopoly on the area there is no other choice and they are being anti competitive by hindering people from being able to switch to non Comcast tv.

[Ticket: # 1245419 - Comcast data capture](#)

Date: 10/7/2016 7:57:39 PM

City/State/Zip: Palmer Lake, Colorado 80133

Company Complaining About: Comcast

Description

Data capture is a violation of the net neutrality act.

Ticket: # 1245459 - Data cap

Date: 10/7/2016 8:05:27 PM

City/State/Zip: Englewood, Colorado 80111

Company Complaining About: Comcast

Description

Data cap is unacceptable. The cap is very low. I can easily blow through it.

[Ticket: # 1245423 - Data caps go against net neutrality](#)

Date: 10/7/2016 7:58:52 PM

City/State/Zip: Richmond, Virginia 23222

Company Complaining About: Comcast

Description

Comcast enforcing data caps goes against net neutrality and sets a terrible precedent for other internet service providers to take advantage of customers with a lack of choice.

Ticket: # 1245424 - Comcast data caps

Date: 10/7/2016 7:58:58 PM

City/State/Zip: San Jose, California 95129

Company Complaining About: Comcast

Description

Comcast's data caps are harmful to consumers and only benefit them. Comcast's vice president of Internet services has already acknowledged that the caps are a "business decision" and not one driven by technical necessity (<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>).

Because of next to no competition in most areas, Comcast can get away with overcharging customers for data without any technical reason to do so. Please pressure them to reverse these caps and make their policies more consumer friendly.

Ticket: # 1245511 - Unacceptable ISP data caps and FCC failures to protect the American public and an open internet

Date: 10/7/2016 8:13:49 PM

City/State/Zip: Kirkland, Washington 98034

Company Complaining About: Comcast

Description

Unethical price gouging business tactics undermines the benefits of an open and available internet and stymies american innovation.

Major ISPs have been given federal funding to expand and improve America's networks and build out the information superhighway, which never came.

13% of Americans still don't use the internet, and people from households earning less than \$30,000 a year are roughly eight times more likely than the most affluent to not use the internet.

Apart from not investing and building out American infrastructure ISPs have successfully decimated an open market.

The lack of competition in this space has created unfair market conditions where companies can successfully lobby for these unethical types of changes.

Obviously, you the FCC is familiar with lobbying given that your CEO Wheeler, worked as a venture capitalist and lobbyist for the cable and wireless industry, whom the FCC is now responsible for regulating.

How that is ethical or legal is beyond comprehension, because it's neither of those things and is overtly ***very shady***.

Because of your lack of transparency and accountability, we have some of the most expensive, slowest internet in the world compared to most of the modernized countries and this is dramatically slowing the pace of innovation.

These price gouging techniques are frankly, complete bullshit. There is no substantial reasoning for why there are data caps except to gouge American businesses and consumers for something they've already paid for time and again for a service that is not improving.

These data caps serve nothing and nobody except for the pockets of these ISPs while taking complete advantage of the american public and successful technology businesses, all the while impacting our nation detrimentally.

The internet is a public utility that should be widely available without usage restriction.

I can't believe they try to justify charging consumers both for the service and again for the tax payer dollars from government funding, along with charging businesses (e.g. netflix) for something that ISPs incur no actual additional cost for.

Bandwidth ISPs claim is not a problem in one breadth, which they use to justify why they aren't spending money in innovating/expanding our infrastructure, but in the second breathe want to charge me and businesses similar to netflix because it's a "precious commodity". Which is it?

Over the decade from 1994-2004 the major telephone companies profited from higher phone rates paid by all of us, accelerated depreciation on their networks, and direct tax credits an average of \$2,000 per subscriber for which the companies delivered precisely nothing in terms of service to customers. That's \$200 billion with nothing to be shown for it.

You (THE FCC) are supposed to regulate interstate communications by radio, television, wire, satellite, and cable in all 50 states, the District of Columbia and U.S. territories.

The FCC is supposed to work towards six goals in the areas of broadband, competition, the spectrum, the media, public safety and homeland security, and *modernizing itself*.

Data caps are a threat to broadband proliferation, greatly impacts Americans and American businesses and innovation negatively, and how the FCC allows these unfair business practices for a medium that should widely and freely available (i.e. a public utility), along with allowing these organizations to hide behind a guise for why they aren't actually doing anything to improve our infrastructure and instead are hoarding this money away -- is unacceptable and needs to change.

Things need to change, and these organizations and the FCC should be held accountable.

-(b) (6)

Ticket: # 1245436 - Comcast data caps

Date: 10/7/2016 8:01:04 PM

City/State/Zip: Folsom, California 95630

Company Complaining About: Comcast

Description

It makes no sence for data caps on in home internet of one terabyte. This is drastically making comcast look like the bad guys. No more caps for how much we are paying already.

Ticket: # 1245443 - Comcast Data Cap

Date: 10/7/2016 8:02:05 PM

City/State/Zip: Woodinville, Washington 98072

Company Complaining About: Comcast

Description

Comcast has launched data caps nationwide starting November 1st in Washington State.

- 1.) This violates their own agreement/contract with customers. They state they will give 30days warning to any major changes. It is less than 30days away. I recieved the email today.
- 2.) There is literally no choice in ISP where I live. Comcast is the only viable high speed internet provider.
- 3.) Comcast gives absolutely no information on how they calculate your data use. They state we use on average 740GB a month. According to my own firewall's readings, we only use 500GB a month. This is a huge discrepancy and they offer no information or ability to figure out why there is such a gap.
- 4.) This comes right before 4k media's big launch. Data use by anyone using netflix or other streaming options is going to explode. This move appears extremely timely. They launch it and say 1% of their users would be effected by it, when in another year it is going to be a dramatically larger percentage.
- 5.) They state business class internet does not have this cap. We were kicked off of business class because 'we aren't a business'. We are a two family household with multiple people who work from home but they will not sell is to us anymore. When they kicked us off the business plan they said it didn't matter because there are no data caps. They still however will not sell us a business plan because we are 'not a business'.
- 6.) There is much data that is completely impossible to moderate. OS updates, patches, phone updates and patches. Modern operating systems are constructed on the idea of constant internet connections with no data caps. There is no way to regulate your own usage even if you do know you are going to hit the cap.

Ticket: # 1245444 - Comcast - data caps

Date: 10/7/2016 8:02:14 PM

City/State/Zip: Santa Clara, California 95051

Company Complaining About: Comcast

Description

NBC-Comcast-Universal has informed me that they will be enforcing a data cap on my internet account. Since Comcast competes with streaming video service providers, this is deliberate direct action to limit my ability to consume video entertainment from streaming providers as opposed to getting cable service from Comcast. With a virtual monopoly afforded to them by the Govt in almost all areas they operate, subscribers have no options. Please initiate the necessary action to put Comcast on notice and prevent them from handicapping competition unfairly.

Ticket: # 1245446 - Comcast at it again with Data Caps.

Date: 10/7/2016 8:03:00 PM

City/State/Zip: Lake Worth, Florida 33461

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1245448 - Comcast Data Caps undermine free use

Date: 10/7/2016 8:03:34 PM

City/State/Zip: Bay Point, California 94565

Company Complaining About: Comcast

Description

Comcast has decided to implement Data Caps and to charge for unlimited data. This feels like a violation of our right to use the internet freely. This will effect millions of customers and exploit their near Monopoly in most regions they service. I do not agree with their use of the Data Caps as I do not believe their intentions are morally justifiable. Please consider stopping Comcast in their continued effort to hinder our free use for their gain.

Ticket: # 1245452 - Comcast imposing unverifiable data caps**Date:** 10/7/2016 8:04:19 PM**City/State/Zip:** Denver, Colorado 80221**Company Complaining About:** Comcast

Description

I've had Comcast as my ISP for a while and they have decided to impose data caps on my service, so now if I they say that I go over the cap, they can arbitrarily charge me up to \$200 more a month than I am currently paying for the same level of service. The only entity that can truly "verify" the amount of usage is comcast itself, even if I have my own equipment set up that proves I did not go over the cap. Right now my only source of high speed internet is comcast as dsl in my area is only at 1mbps. The fact that a utility with a history of fraud and abuse can charge me for usage in a way that is completely unverifiable to a third party or regulator is absurd. Imposing data caps is extremely anti-competitive as it effectively limits entertainment competition to comcast such as netflix, amazon, twitch, playstation vue, hbogo, youtube, etc. It also limits technology, such as 4K, Virtual Reality and whatever is next in the pipeline. I implore you to take action against data caps, which are bad for American ingenuity, bad for the American consumer, bad for competition and bad for everyone except Comcast.

Thank you,

(b) (6)

Ticket: # 1245453 - Comcast Data Caps

Date: 10/7/2016 8:04:25 PM

City/State/Zip: Portland, Oregon 97214

Company Complaining About: Comcast

Description

As a current Comcast customer, I find Comcast's use of data caps anti-consumer and anti-competitive. Net neutrality is of the utmost importance to me; as data needs/use grow, there will certainly be an information access divide between the classes without regulated neutrality. Internet is a utility and basic necessity, it should be regulated as such.

Ticket: # 1245455 - Comcast Data Caps because they can

Date: 10/7/2016 8:04:44 PM

City/State/Zip: Garden City, Michigan 48135

Company Complaining About: Comcast

Description

Today I received an email from Comcast informing me that I know am subject to a 1 TB data cap for my home internet. The email came with some copy referring to how I only use around ~90 GB of data a month, so this shouldn't be an issue. However, if I would like I could pay \$50 extra dollars a month for unlimited data.

My problem is two fold. One, I know there was/is some text within one of the dozens and dozens of agreements I have signed off on when joining Comcast. However, had it been spelled out in a decent manner that 8 months into a 2 year contract with Comcast I would now start seeing data caps, I would of thought different about signing.

Second, I worry about the future this hold. For now yes, 1 TB of data seems like more then enough. However in a short amount of time I could see more data being consumed through the adoption of 4K content. If to make me happy in the future Comcast starts any kind of promotion where content from their Xfinity platform does not go against my data cap, then we have a direct violation of net neutrality.

Once again, I am not saying they will do this. However that, paired with my surprise to learn I am being hit with a data cap warrants my complaint.

PS conversations with other people across the country have pointed out that they surprisingly aren't seeing any mention of data caps in areas where either Google Fiber or ATT Fiber is available. So I feel like I am being targeted because Comcast knows they can.

[Ticket: # 1245508 - data caps](#)

Date: 10/7/2016 8:13:27 PM

City/State/Zip: Bloomington, Indiana 47401

Company Complaining About: Comcast

Description

Comcast and other companies implementing data caps is direct, blatant violation of net neutrality.

Ticket: # 1245461 - Comcast instituting data cap

Date: 10/7/2016 8:05:40 PM

City/State/Zip: New Brighton, Minnesota 55112

Company Complaining About: Comcast

Description

Comcast just sent an email indicating that they will be instituting a 1 gigabyte data cap per month effective November 1, 2016. Today is October 7, 2016. They did this in the middle of our contract, thus effectively changing the terms of that contract. Apparently they have given themselves the ability to do this at any time so long as they provide 30 days notice. As stated above, they did not provide that notice.

With the advent of 4k streaming, and game services such as steam that use large amounts of data this very well may result in extra (large) charges on top of their already exorbitant rates. Additionally, as I'm certain you are well aware, data caps serve no legitimate purpose as internet does not work in the same way as say water or gas where there is a limited amount of it, or using more hurts other people. The only purpose for this cap is an additional cash grab by an already money-hungry monopoly.

This would not be an issue if there were other service providers, but through its years of lobbying Comcast has acquired a near monopoly in my area on internet at all, and a complete monopoly on internet over 15Mb/s.

Any help would be greatly appreciated!

Ticket: # 1245470 - Comcast is imposing data caps on my internet service at 1TB

Date: 10/7/2016 8:06:49 PM

City/State/Zip: Visalia, California 93291

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. We do not have traditional TV service in our home, we use services like Netflix, Amazon and Sony Playstation VUE which will all cut into the amount of data I use. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1245474 - Comcast Data Cap

Date: 10/7/2016 8:07:37 PM

City/State/Zip: Santa Cruz, California 95060

Company Complaining About: Comcast

Description

Hello, I have recently learned that Comcast plans to institute data caps nationwide. This of course is a violation of the precepts of net neutrality, and must not be allowed. Thank you.

Ticket: # 1245480 - Data Caps**Date:** 10/7/2016 8:09:02 PM**City/State/Zip:** Shoreview, Minnesota 55126**Company Complaining About:** Comcast

Description

Comcast just rolled out a data cap in the greater Minneapolis, MN area. I now have a data cap of 1TB, with the option to pay more per month if I want to have no limit on usage. The data cap may seem large now, but data usage will become greater as 4K streaming becomes more accessible along with all the other aspects that use data. Comcast is preemptively setting up data caps so when the time comes in the near future, one may be forced to pay for tiered data usage, or fear having to pay fees for data overages. Data caps are not needed for network congestion control, and are only needed to make the company more money. Comcast has a monopoly on broadband internet in my area (55126) with Centruy link being the only competitor, who doesn't offer any where near the same speeds. The now imposed data caps are only possible because there is no competition for Comcast, and is only there to increase profits at the expense of the consumer. This is not a value added service, yet I am being forced to pay more for the same service I am receiving.

Ticket: # 1245532 - Comcast Data Caps

Date: 10/7/2016 8:15:26 PM

City/State/Zip: Citrus Heights, California 95610

Company Complaining About: Comcast

Description

Comcast has a monopoly in my area and is soon imposing a 1TB/month data cap on my state. Data caps are unreasonable and nonsense, there is no limit on how much internet service a provider can spare in a time period and this practice should be illegal.

Ticket: # 1245592 - Comcast Data Caps

Date: 10/7/2016 8:24:33 PM

City/State/Zip: Windsor, Colorado 80550

Company Complaining About: Comcast

Description

Absolutely unnecessary to impose data caps on customers. Just another grab by Giant corporations to stifle competition(municipal broadband anyone?). Please stop these unjust limitations and put this greedy company in their place.

Ticket: # 1245496 - Comcast Notice of new monthly data cap/limit

Date: 10/7/2016 8:10:44 PM

City/State/Zip: Belmont, California 94002

Company Complaining About: Comcast

Description

I received a notice from Comcast that they are beginning to limit and impose monthly data caps to internet service in my area.

I currently do not exceed the limit, but have purchased a streaming cloud-based security camera system I am installing this weekend. Additionally, when 4K streaming television service becomes 'the norm' in a few years by HBO GO, Amazon Prime, and Netflix, the limits imposed by Comcast will be chewed up within a week. More and more services are becoming internet or online-based, and these limits should not be allowed. They are anti-competitive as Comcast's own streaming service will not be limited to this data cap, as well. The only other internet service in my area is a low-speed AT&T DSL connection, so I have no other options (I work from home 2 days per week).

Ticket: # 1245499 - Comcast is imposing data caps on my internet service at 1TB.

Date: 10/7/2016 8:11:26 PM

City/State/Zip: Auburn, Washington 98001

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

[Ticket: # 1245502 - Comcast data cap](#)

Date: 10/7/2016 8:12:05 PM

City/State/Zip: Flat Rock, Michigan 48134

Company Complaining About: Comcast

Description

Comcast rolling out data caps too southeast Michigan.

Ticket: # 1245509 - Comcast data caps and monopoly

Date: 10/7/2016 8:13:29 PM

City/State/Zip: Seattle, Washington 98101

Company Complaining About: Comcast

Description

Dear FCC,

Comcast should not be allow to institute data caps when internet should be a public utility. I already have terrible service, but I cannot switch companies as there are no other broadband providers that serve my area. Access to fast, reliable, and affordable broadband is as important as electric and water service today and it should be treated like a public utility.

Now they are adding data caps for now reasonable reason. This is the same service, but they now want to charge more. Internet providers have costs associated with number of simultaneous customers downloading and uploading, but have no costs associated with total data used. It's unreasonable to charge based on total data used per month. This is an excuse for a large company with no competition to find additional sources of revenue as the television industry switches to streaming and shouldn't be imposed on customers. These practices need to be stopped immediately. We need a free, open, reliable, fast, and affordable internet.

Thanks,

(b)

[Ticket: # 1245521 - Comcast implementing 1TB datacap](#)

Date: 10/7/2016 8:14:41 PM

City/State/Zip: Chicago, Illinois 60630

Company Complaining About: Comcast

Description

Comcast is going to be forcing customers to a 1TB data cap. It is unfair that I will be forced into this cap due to no competition in the area or will be forced to pay more. Comcast has terrible quality internet for insane prices. This needs to be stopped before it is forced.

Ticket: # 1245524 - Comcast Data Cap**Date:** 10/7/2016 8:14:54 PM**City/State/Zip:** Joliet, Illinois 60431**Company Complaining About:** Comcast

Description

The data cap that Comcast has started rolling out is a direct effort to get more money from customers with little to no other option for internet a usable speed. With the rise in streaming services and the decrease in traditional cable subscribers, Comcast has started the process to stop this trend by limiting the amount of data accessible to the average user without paying an addition fee. There is no problems with the current infrastructure that creates a bandwidth scarcity issue. This is simply Comcast's attempt to get more money from users that decide to not use traditional cable and intimidate current cable subscribers from "cutting the cord". Furthermore with the current advancements of 4k quality programming that will continue to grow in availability, the cap limit will become an even bigger hindrance to the availability of the internet. Many people use the internet to stream movies, shows, sports, and music. However, the internet is the greatest tool for humanity to access almost any information immediately. By limiting the access to this tool, it significantly hinders the capabilities of people to learn and advance.

Ticket: # 1245593 - Internet Data Caps**Date:** 10/7/2016 8:24:54 PM**City/State/Zip:** Sunbury, Ohio 43074**Company Complaining About:** Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Full disclosure: I'm not a Comcast customer, I am with Time Warner (now Spectrum). I do not have a data cap but average right around 2TB per month with what I consider normal usage, at least for the next generation. Data usage is only going to increase and at a rapid pace as new technologies emerge.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

(b) (6)

Ticket: # 1245528 - Data caps on Xfinity internet

Date: 10/7/2016 8:15:06 PM

City/State/Zip: Seattle, Washington 98102

Company Complaining About: Comcast

Description

Xfinity has announced that they will be setting data caps on internet usage, and charge for breaching these limits. However, this is not the service I contracted, since the service I contracted with them was of unlimited internet access, for a fixed rate. I did not agree to this new service, and wish to maintain the original service I contracted.

Ticket: # 1245932 - Comcast 1TB data cap

Date: 10/7/2016 9:24:45 PM

City/State/Zip: Cottage Grove, Minnesota 55016

Company Complaining About: Comcast

Description

I believe that the 1 tb data cap that comcast is placing on its customers is unreasonable, openly greedy, and anti-consumer.

Ticket: # 1245538 - 1 TB Comcast data cap

Date: 10/7/2016 8:17:57 PM

City/State/Zip: Boynton Beach, Florida 33426

Company Complaining About: Comcast

Description

Comcast has recently announced that they will be implementing a 1 TB monthly data cap on my plan. I currently live in an apartment complex where Comcast is the only available option for Internet. Due to the high usage rates between my roommate and I, we are practically guaranteed to exceed this cap and pay an additional \$50 per month, nearly 50% of our total bill which also includes premium cable.

Essentially, Comcast has created a monopoly and is now jacking up prices throughout the country. This is in complete violation of all tenets of net neutrality and is an extremely unfair business practice. Additional bandwidth usage costs Comcast exactly nothing, but they have found a way to make even more profit while severely degrading the quality of their service.

Ticket: # 1245543 - Data Caps for Internet**Date:** 10/7/2016 8:18:35 PM**City/State/Zip:** Lynden, Washington 98264**Company Complaining About:** Comcast

Description

I believe Comcast's limiting of my data is monopolistic and creates an unfair situation for consumers. It allows Comcast to pick and choose which video streaming service won't count towards the data cap which allows them to restrict other services like Netflix from fully being used and promote their own services. They are losing money from people getting rid of overpriced cable service so they are now going after what people are using to get their entertainment needs. 1 TB of Data creates a low threshold that will limit HD streaming and advancement in Media quality as people will be either forced to limit their usage or pay more for a service they had already received at one point. If they institute a cap, they should provide minimum service guarantees as they claim data caps will provide better service.

Ticket: # 1245544 - New Comcast data caps

Date: 10/7/2016 8:18:36 PM

City/State/Zip: Windsor, Colorado 80550

Company Complaining About: Comcast

Description

Beginning November 1, Comcast will cap my data usage at 1TB.

This data cap creates an environment in which other online entertainment services like Netflix and Hulu would be forced to compete against Comcast's own entertainment services (such as their XFINITY Stream TV service) which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer and anti-innovation. Data is not a finite resource that requires any sort of limitation, and I don't think usage caps should be allowed.

Ticket: # 1245548 - Comcast terabyte monthly cap

Date: 10/7/2016 8:19:14 PM

City/State/Zip: Paradise, California 95969

Company Complaining About: Comcast

Description

Hi folks,

Comcast (and other hard backbone ISP's) monthly data caps are not a product of infrastructure limitations but instead solely a cash grab. If it were a local WISP where actual capacity limitations warranted a cap, it'd be different. Comcast's is there strictly to be anti-competitive. They're not going to apply caps to their own streaming services, but will apply them to Netflix.

Now you might argue that if it's Comcast's streaming service, it costs them less than having to take data all the way from Netflix. But no! Netflix will *give* stream caching boxes to ISPs so that the ISP can serve the content basically straight from their own head-end.

Cash grab. Monopolistic, and more, unethical, and against net neutrality. The internet being a dumb highway-like transport service, irrespective of source or destination, has been what has allowed it to become such a force for economies, education, and communication. Don't allow an asshole provider with as much of a regional monopoly all over the country to restrict the rights (yes, they're rights) of people who cannot get a reasonable alternative.

I have Comcast business. This actually does not affect me. But I have the option and the money to spend a bit more for a less restrictive service. Many do not.

Thanks for your time. This can't be an easy job.

PS please make your web forms standard HTML dropdowns. Automatic selection based on input does not work on Javascript-generated dropdowns unless that is specifically coded for.

Also the phone number verification should not require dashes. 5305551234 is as valid as 530-555-1234.

Ticket: # 1245550 - Comcast data caps

Date: 10/7/2016 8:19:26 PM

City/State/Zip: Battle Creek, Michigan 49015

Company Complaining About: Comcast

Description

Comcast already overcharges their customers and now they are instituting data caps. Data caps are inherently anticompetitive to online streaming video services. I'm afraid that Comcast will begin selectively allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al), which I believe blatantly violates the principles of net neutrality. Even in the unlikely case that other US-based ISPs such as Charter or AT&T do not follow Comcast's lead in implementing data caps, I fear that the negative impact this will have on the legal online media distribution industry will be large and, again, completely unnecessary.

Finally, given Comcast's record of lack of infrastructure investment, improvement, or expansion, I do not trust that the money Comcast will be taking in from their new data cap program will benefit their customers in any real way.

Ticket: # 1245555 - COMCAST data caps

Date: 10/7/2016 8:20:09 PM

City/State/Zip: Aspen, Colorado 81611

Company Complaining About: Comcast

Description

First of all, everyone saying that 1 tb should be more than enough can shut it. This is the equivalent to you cell phone carrier saying ok everyone gets 100 text messages a month. After that, we will throttle you and it will take 10 min for your messages to go through. Doesn't matter how much data a customer uses. They paid for a service and should get that service without throttling and all that crap. This is just greed at its finest. Same with cellular providers doing data caps for cell phone plans trying to play it off like the cell towers will explode if everyone had no data cap. These companies are the scum of the earth in my opinion. They put nothing back into the infrastructure that they make their money off and then want to keep charging more and more for the same service. At this point Internet isn't even a privilege it should be a right as there are many things you used to be able to do over the phone or in person but now only have the option to do online.

Ticket: # 1245565 - Comcast data caps

Date: 10/7/2016 8:21:43 PM

City/State/Zip: Aspen, Colorado 81611

Company Complaining About: Comcast

Description

First of all everyone saying that 1 tb should be more than enough can shut it. This is the equivalent to you cell phone carrier saying ok everyone gets 100 text messages a month. After that we will throttle you and it will take 10 min for your messages to go through. Doesn't matter how much data a customer uses. They paid for a service and should get that service without throttling and all that crap. This is just greed at its finest. Same with cellular providers doing data caps for cell phone plans trying to play it off like the cell towers will explode if everyone had no data cap. These companies are the scum of the earth in my opinion. They put nothing back into the infrastructure that they make their money off and then want to keep charging more and more for the same service. At this point Internet isn't even a privilege it should be a right as there are many things you used to be able to do over the phone or in person but now only have the option to do online.

Ticket: # 1245566 - Data Cap**Date:** 10/7/2016 8:21:48 PM**City/State/Zip:** Santa Cruz, California 95060**Company Complaining About:** Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

While on the surface it may seem that this is enough for anyone, it is anti-competitive, anti-consumer, anti-innovation, and I don't think it should be permitted.

Anti-competitive

Comcast offers various internet service such as video streaming while not counting their own services against this imposed data cap. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput.

Competitors in the same space as comcast (such as Netflix, Hulu, Amazon Instant VIdео, Showtime, HBO Now, YouTube, and many others, and this is only in the video streaming industry) have their content counted towards the user's data cap. These companies already pay large sums of money to support their upload bandwidths, and in many cases pay Comcast additionally fees to allow them to colocate. Since user's uploads and downloads are counted towards their data cap, Comcast is essentially charging twice for the same data.

We are already starting to see anti-competitive behavior in the marketplace with companies ignoring net neutrality. An example is T Mobile, where certain content, from companies they have picked, do not count towards your mobile data usage. Controlling the pricing for internet traffic based on where the traffic is from allows ISPs to control which companies succeed and which fail. With more competition and more ISPs available to the general public this may not happen. Unfortunately though, for the immediate future, we must live with the reality that the vast majority of the US have little or no choice when it comes to their ISP. New ISPs that attempt to enter the marketplace, such as Google Fiber, often face many uphill battles as companies such as Comcast and AT&T attempt to roadblock their progress with legal suits.

Anti-innovative

As we enter a more connected world people should be motivated to design and build a future that takes advantage of our infrastructure. Artificially limiting the available infrastructure limits that available space in which to innovate. Despite the snail's pace of advancement in networking infrastructure in the US, services such as streaming videos, remote desktop, and video calling would not be possible for the wider public on the infrastructure we had 20 years ago. Imagine what advancements may be possible in the next 20 years if we support improved and open networks instead of allowing companies with borderline monopolies to artificially limit the flow of traffic.

Additionally, techniques for limiting network congestion are deprioritized in order to work around these data caps as lower network congestion does not affect the user's end price. Solutions such as peer-to-peer networks and caching do not affect the user's price as users are still paying for the amount of data input and output from their homes, regardless of how far the data had to travel.

Anti-Consumer

Data caps needlessly punish customers who depend on an internet connection for their jobs. As the world becomes more connected, more people are attempting to make a living using online services. Large companies today such as Amazon, Google, and Apple all started in small personal garages.

Artificial data caps such as these limit the possibilities of what is available for adventures entrepreneurs.

In addition to entrepreneurs, the quality of life for many is being improved as more business and opportunities allow for the benefit of working from home, either part-time or permanently as part of their job. A freelance video editor or security consultant who works from home will be severely hindered in their ability to do their job

There is absolutely no reason why these need to be implemented, and sets a very poor precedent for other ISPs. Given the profit margins Comcast has for their internet services, as well as their record of lack of infrastructure investment, improvement, or expansion, I do not trust that the money Comcast will be taking in from their new data cap program will meaningfully benefit their customers.

The US should be a leader and innovator when it comes to technology. Looking at our current state, and comparing to other countries around the world that have taken the time and energy to properly invest in their networks, the US should be embarrassed that we are taking a step backwards instead of forwards.

Ticket: # 1245572 - COMCAST and their data caps

Date: 10/7/2016 8:22:48 PM

City/State/Zip: Aspen, Colorado 81611

Company Complaining About: Comcast

Description

First of all everyone saying that 1 tb should be more than enough can shut it. This is the equivalent to you cell phone carrier saying ok everyone gets 100 text messages a month. After that we will throttle you and it will take 10 min for your messages to go through. Doesn't matter how much data a customer uses. They paid for a service and should get that service without throttling and all that crap. This is just greed at its finest. Same with cellular providers doing data caps for cell phone plans trying to play it off like the cell towers will explode if everyone had no data cap. These companies are the scum of the earth in my opinion. They put nothing back into the infrastructure that they make their money off and then want to keep charging more and more for the same service. At this point Internet isn't even a privilege it should be a right as there are many things you used to be able to do over the phone or in person but now only have the option to do online.

Ticket: # 1245575 - Comcast Data Cap

Date: 10/7/2016 8:23:04 PM

City/State/Zip: Fresno, California 93705

Company Complaining About: Comcast

Description

Comcast today emailed me about data caps they're implementing at the start of the next month. There was less than 30 days notice and they want to charge me \$50 more to have the same "unlimited" internet I currently have today. There is no reason for data caps. There's plenty of research that's shown data caps are just a way for these ISP's to profit off of us more. Limiting the amount of data we can consume is a blatant money grab. Comcast is effectively a monopoly in the area I'm in and I have no other options so they've basically forced me into paying nearly double per month what I currently pay just to get the same internet I'm currently getting.

Ticket: # 1245584 - Comcast Data Caps

Date: 10/7/2016 8:23:56 PM

City/State/Zip: Tallahassee, Florida 32301

Company Complaining About: Comcast

Description

Comcast is rolling out data caps to it's customers. This is entirely anti-consumer and is them just money-grabbing. They are the only high speed cable provider in my area, so I don't even have a choice to leave without dropping to DSL.

Ticket: # 1245598 - Data caps

Date: 10/7/2016 8:25:29 PM

City/State/Zip: Grand Rapids, Michigan 49548

Company Complaining About: Comcast

Description

A data cap is now placed on my Internet at 1 terabyte a month.

Ticket: # 1245605 - Breach of contract with the Tyrants of Comcast

Date: 10/7/2016 8:26:07 PM

City/State/Zip: Baltimore, Maryland 21231

Company Complaining About: Comcast

Description

I am a Comcast costumer by force. They have a monopoly over my city (which is an issue within itself) and they get away with whatever they want because they are money driven corrupt beasts. Placing a Data Cap on my usage is not only a breach of my contract (to which I never agreed to sign a two year deal with the option of being limited) but it's straight up taking advantage of people who need internet WHICH SHOULD BE A CIVIL RIGHT where the entirety of news is lobbied and bought.

To let Comcast start these data caps would just be another step in a long path of the continued selling out of the American people.

Hopefully the FCC decides to act and do the right thing. This is getting old fast.

Ticket: # 1245608 - A Slippery Slope

Date: 10/7/2016 8:26:17 PM

City/State/Zip: Rochester, Minnesota 55901

Company Complaining About: Comcast

Description

A data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1245614 - Data Caps

Date: 10/7/2016 8:27:04 PM

City/State/Zip: Ambridge, Pennsylvania 15003

Company Complaining About: Comcast

Description

Data caps are completely unacceptable. I live in a house with many other people and the 1 TB cap that is going to go into effect for Comcast is ridiculous.

Ticket: # 1245621 - Comcast's Data Cap

Date: 10/7/2016 8:29:24 PM

City/State/Zip: Daly City, California 94015

Company Complaining About: Comcast

Description

Comcast's forced data cap is both unfair and unnecessary. This would not be an issue if there was such a thing as competition in this region, but Comcast seems to have a monopoly on the market.

Ticket: # 1245624 - Comcast household Data cap Albuquerque

Date: 10/7/2016 8:29:46 PM

City/State/Zip: Albuquerque, New Mexico 87113

Company Complaining About: Comcast

Description

Hi there. Our household got an email yesterday that our existing account is now under a 1 terabyte data cap. Our household plans on purchasing a 4K television soon, and streaming that content requires fast internet and more than 1tb. in our location, the only options we have is centurylink and Comcast. The data cap is a cash grab forced upon consumers since we do not have any alternatives in Internet providers. Centurylink is too slow, and we have no available fiber in our area. Due to laws restricting more companies entering Internet business, a local fiber optic business has not been able to provide Internet service to us, or else we would switch.

Ticket: # 1245642 - Comcast Data Caps**Date:** 10/7/2016 8:31:00 PM**City/State/Zip:** Staunton, Virginia 24401**Company Complaining About:** Comcast

Description

I am furious with Comcast's new data caps and data usage policy. If I had any possible way to have real broadband service with another provider, I absolutely would do so. However, their local monopoly on my area forces me to participate in the twenty-first century through Comcast. Having high-speed internet is non-negotiable for my work and my education, and these new data caps don't represent any value added, just more money being charged for the same service I signed up for and am obliged to purchase. This is absolutely criminal.

Ticket: # 1245630 - Comcast Data Caps

Date: 10/7/2016 8:30:08 PM

City/State/Zip: Baltimore, Maryland 21212

Company Complaining About: Comcast

Description

Comcast is imposing data caps on internet service at one (1) terabyte (TB).

This data cap creates a box that online entertainment services like Netflix, Amazon Prime Streaming, and Hulu would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions.

On top of this restriction, where I currently live I do not have any other true high speed internet options such as Verizon FIOS or Google Fiber. This monopoly forces me to accept the data cap as my only choice other than going without high speed internet.

This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1245633 - Comcast is imposing data caps on my internet service at 1TB.

Date: 10/7/2016 8:30:20 PM

City/State/Zip: Fort Collins, Colorado 80525

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Comcast is trying in push these limits into place before 4K TV becomes the norm, and all of our download rates increase.

In addition to data caps punishing non comcast content providers; this cap is bad for people who, like me, work from home, and or have children. In this day an age internet access is required for children to be successful in primary school.

I have been paying comcast a lot of money for over 15 year and have yet to see a reasonable increase in speed. While my internet speeds have not increased my bill has. In the past 15 years IT networking equipment tx/rx speeds have increased exponentially and the costs have dropped dramatically but comcast doesn't improve their networks. In my area we have no other options because comcast has a legalized monopoly. These data caps are nothing but a money grab, comcast is a tier one ISP who doesn't have the same limitations as an ISP who buys commodity internet from tier one ISPs like comcast or level 3.

Comcast also blocks services, like HBO now on PS3/4, because these services compete with comcast non ISP products.

The FCC needs to stop this.

Ticket: # 1245641 - Comcast Data Caps and Other Treachery**Date:** 10/7/2016 8:31:00 PM**City/State/Zip:** Davis, California 95618**Company Complaining About:** Comcast

Description

I am filing this complaint with the purpose of bringing political attention to the unfortunate state of the ISP Comcast. I recently found out that they are imposing data caps everywhere as on November 1st. Even if it is not everywhere as the report suggested, I am still disappointed that Comcast would have the ability to introduce these data caps anywhere. It is a complete disservice to the customer, as they are being forced to pay more money for something they've had for many years. In many cases, customers have no choice but to accept these charges due to lack of local competition. Seemingly, our only voice is to file complaints like these; with the hope that those public servants charged with regulating this section of the market, will provide sanctions that will protect the customer, and bring improvements through speed, reliability, and security, that will help strengthen America's infrastructure.

Ticket: # 1245643 - Comcast Terabyte Internet Data Usage Plan

Date: 10/7/2016 8:31:03 PM

City/State/Zip: Houston, Texas 77089

Company Complaining About: Comcast

Description

Dear Sir/Madam,

I am writing you today do to this insane data cap that Comcast is attempting to assign to my own and other peoples accounts.

In this day and age, any and everything that we do on a day to day basis revolves around the internet and data.

This is especially so in someone such as my own line of work, that line of work being in Information Technology.

To date I currently use 1.5+Terrabytes of data per month maintaining websites, hosted services, and conducting personal business from my home.

By Comcast assuming that no one would use more than 1TB, capping data at the 1TB mark and charging an excessive fee of \$50 more for unlimited I feel this should be an illegal action and/or something that the FCC should postpone while the FCC looks into what would cause Comcast to feel the need to extort an extra monthly fee from its customers.

Due to the lack of competition in my local area, I do not see any other option other than not having any form of internet at my home. This in itself will severely damage my learning capacity, my families entertainment, and any future form of career development I may have.

Please look into comcast imposing these data caps, and if any additional information is needed please contact me.

Thank you for your assistance, and I hope something can be done about this issue, as I foresee this severely impacting many other internet subscribers.

(b) (6)

Ticket: # 1245650 - Comcast Data Caps

Date: 10/7/2016 8:32:30 PM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

Comcast is preparing to limit my Internet usage with monthly data caps. I live with 5 other college students and we already pay \$100 a month for our Internet package. We use a lot of data, more than they are planning to allow, and if we go over they're going to charge us \$200. This is unacceptable and violates open internet/net neutrality as far as I know.

Ticket: # 1245655 - Comcast Internet data caps

Date: 10/7/2016 8:34:09 PM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

Data caps have no technological basis for existing. They are artificially being created to hinder internet access and availability to customers. Thus forcing them to pay more money for a service they are already paying for. All of this at no additional cost to the ISP. In most cases the supplying end of the data is not even sourced from the ISP but some other provider or data center. This makes throughput (speed) the factor of infrastructure cost and improvement.

If you are renting a garden hose to someone you shouldn't also get to charge them for using too much water if you aren't the ones supplying it.

Ticket: # 1245656 - Data Caps

Date: 10/7/2016 8:34:23 PM

City/State/Zip: Minneapolis, Minnesota 55401

Company Complaining About: Comcast

Description

Completely fucked up that they are charging data caps when it is well known and accepted that it doesn't cost them any more, and they are taking advantage of government-given infrastructure without passing the true benefits of that along to their customers. Only Internet option in my area, so they have the advantage of a monopoly without the regulation. Unacceptable.

Ticket: # 1245663 - Comcast Data Caps

Date: 10/7/2016 8:35:24 PM

City/State/Zip: Denver, Colorado 80206

Company Complaining About: Comcast

Description

Comcast's rolling out of data caps for their broadband internet are in bad faith, and are detrimental to consumers like me, who use the internet as their primary source of information, entertainment, banking, and communication. Comcast exists in a virtual (or actual) monopoly in many markets, and their treatment of customers in these markets is despicable.

Ticket: # 1245667 - Comcast's data caps are arbitrary money grabs and need to be stopped.

Date: 10/7/2016 8:36:10 PM

City/State/Zip: San Francisco, California 94131

Company Complaining About: Comcast

Description

Hello FCC,

Comcast announced yesterday that they intend to roll out their data cap plans in many new markets starting next month. Comcast's justification is "data plans are based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less." This is patently false, and is purely a money grab by a company who is trying to stifle competitors like Netflix by capping people's use and then selling their own prioritized services.

Comcast is now reducing my service, for the same cost. They argue they're making things more fair, yet in reality they're charging more and act as if their insanely deceptive plan of using less than 6GB per month makes up for this transparent attempt to increase their profits. If you would like more detail about how this is anti-consumer, please read more here: <http://arstechnica.com/information-technology/2016/10/comcast-gets-closer-to-nationwide-data-caps-with-expansion-in-18-states/>

Another major concern is the way Comcast measures data usage, it's proprietary and typically not correct. As a consumer, I have little ability to question the measurement, and I could be forced into paying more for something that Comcast is incapable of proving I did. That alone should be illegal and punishable by heavy fines for violation.

Please review this expansion of Comcast's anti-consumer, and anti-competitive behavior. Numerous media outlets have shown time and time again that there is no technical basis behind this roll out of data caps, and in the long run hurts the open internet because it limits the growth of future technologies like 4k streaming services that are offered by companies other than Comcast.

Thank you for your time.

Ticket: # 1245673 - Comcast Data Caps**Date:** 10/7/2016 8:36:40 PM**City/State/Zip:** Columbia Heights, Minnesota 55421**Company Complaining About:** Comcast

Description

Comcast is instituting data caps of 1TB in many markets starting November 1. While most customers may not reach 1TB in usage, this artificial cap serves to deter customers from using non-comcast streaming services for entertainment and gaming. All information transmitted over copper is data, even their television service and ondemand. By not subjecting their own content to their data cap, they are violating net neutrality. They are effectively saying watch as much content as you want, as long as we provide it. There are no other options for internet speeds comparable to Comcast. As a result of their anticompetitive behavior, I am relegated to ration my data and to be wary of what I watch. I do not subscribe to their television service as I do not wish to pay for any channel or program I do not want to watch.

Ticket: # 1246389 - Internet Data caps Oregon

Date: 10/7/2016 10:48:54 PM

City/State/Zip: Lebanon, Oregon 97355

Company Complaining About: Comcast

Description

I do not feel it is fair that data caps have been imposed on us Oregon residents by Comcast as a move to limit our ability to use the internet, a human right deemed by other countries.

Ticket: # 1245747 - Comcast's data caps that will be implemented November 1st

Date: 10/7/2016 8:47:02 PM

City/State/Zip: Huntington Beach, California 92649

Company Complaining About: Comcast

Description

This is the equivalent to you cell phone carrier saying ok everyone gets 100 text messages a month. After that we will throttle you and it will take 10 min for your messages to go through. Doesn't matter how much data a customer uses. They paid for a service and should get that service without throttling and all that crap. This is just greed at its finest. Same with cellular providers doing data caps for cell phone plans trying to play it off like the cell towers will explode if everyone had no data cap. These companies are the the scum of the earth in my opinion. They put nothing back into the infrastructure that they make their money off and then want to keep charging more and more for the same service. At this point Internet isn't even a privilege it should be a right as there are many things you used to be able to do over the phone or in person but now only have the option to do online.

Lack of consumer choice due to local monopoly

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

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

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

Ticket: # 1245679 - Comcast data caps

Date: 10/7/2016 8:37:22 PM

City/State/Zip: Fort Collins, Colorado 80525

Company Complaining About: Comcast

Description

Comcast is now capping internet service plans at 1TB per month. While this seems like a "large" amount of data, it treats internet access in an archaic way and creates an unfair, non-neutral, environment.

Comcast holds a firm grip on internet access in many cities, forcing customers to choose their service or slow service. If Comcast is allowed to cap its service as it has planned, it will be able to privilege their own products over competitors. Example: Comcast video streaming services could be exempt from the data cap, while other services like Amazon Prime or Netflix would not receive the same exemption.

This creates a non-neutral environment that favors Comcast and its business partners. It positions Comcast to extort money from both its customers and competing businesses. It weakens or removes any incentive for Comcast to invest in internet infrastructure or to improve their services. It sets a precedent that other internet service providers will follow, further narrowing the scope and usefulness of the internet.

Please do not allow this practice to continue.

[Ticket: # 1245689 - Comcast, my ISP, is imposing data caps at 1TB](#)

Date: 10/7/2016 8:38:40 PM

City/State/Zip: Champaign, Illinois 61820

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Hulu would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anti-competitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1245690 - Comcast Data Caps

Date: 10/7/2016 8:38:48 PM

City/State/Zip: Richfield, Minnesota 55423

Company Complaining About: Comcast

Description

Comcast recently announced that they are imposing a data cap of 1 tb. This is wrong and shows how this monopoly is squeezing it's users at every chance they get.

In addition, when I signed up for service, I signed up for unlimited home internet. It does not cost comcast additional money for internet. Comcast works constantly to limit municipalities from creating their own internet options.

Additionally, how do we know that the data usage that Comcast is measuring is accurate? Are we just supposed to take their word the amount of data being used is accurate, when they clearly have an incentive for that amount to be as high as possible?

Comcast data limits need to be ruled as unlawful and the FCC should order Comcast to remove data limits.

Ticket: # 1245692 - Comcast data caps are unfair and against Net Neutrality.

Date: 10/7/2016 8:39:32 PM

City/State/Zip: Ypsilanti, Michigan 48198

Company Complaining About: Comcast

Description

Comcast is attempting to garner more money by implementing data caps. I pay for a faster internet speed, not just so I can "download a file faster", but so I can download more files. There should be no limitation on bandwidth, as they are doing this to strike at customers who are cutting the cord and switching to better alternatives like Netflix, Amazon Prime Video, Hulu, and many other streaming based alternatives to Cable television. By implementing a cap, larger familys will be even further hindered than someone living on their own, as the caps don't increase based on household size. I work in IT and Computer Networking and it is my professional opinion that this is nothing more than a money grab.

There is nothing fair about this, other countries have significantly faster and cheaper services than we have here in the US. Japan, South Korea, Europe, China, and many other countries don't have this issue.

Comcast owns all the cable in my city, and pays the city huge sums of money to prevent competition and lock out other cable providers. AT&T isn't an alternative as they set the price of internet, and all other DSL providers have to match their price by leasing their "Last Mile".

Ticket: # 1245694 - Cableone Data Caps**Date:** 10/7/2016 8:39:37 PM**City/State/Zip:** Odessa, Texas 79762**Company Complaining About:** Cable One

Description

I currently have Cableone and I think it is atrocious the kind of Data Caps they are imposing on its customers. First of all I was not informed of having a Data cap until I first passed the cap and I got a letter basically threatening me that I would be switched to a higher plan after 3 strikes. I called right away and Cableone's solution was that I should switch over Netflix to 720p. They did not just offer data cap options to increase my allowed bandwidth. I would have to get faster speeds as well. Currently I have 100Mb/s plan with a 300gb data cap. It is about \$50.0. I can hardly use the speed I have without going over but I will most like have to get the next plan up at 75/month for 400 GB and 200Mb/s because I am currently at 2 strikes. It is even crazier because I'm the only user in my household and I am home normal hours. They give an excuse that they have to do this or else customers could go somewhere else but truth be told, they have some weird monopoly over this area. The only other company that is completely better does not offer where Cableone offers and vice versa. So I am stuck. I have to move just to get away from Cableone and Data Caps. It should not be this way.

Ticket: # 1245699 - Comcast Internet data caps

Date: 10/7/2016 8:40:05 PM

City/State/Zip: Denver, Colorado 80205

Company Complaining About: Comcast

Description

Comast, which is a near monopoly in my area is imposing a data cap, unless you pay more money. It is absurd that they are imposing this considering their share of the market. This is not a value added service, it is a money grab pure and simple and should not be tolerated.

Ticket: # 1245715 - Comcast Data caps**Date:** 10/7/2016 8:42:12 PM**City/State/Zip:** Portland, Oregon 97202**Company Complaining About:** Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information. Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Data usage is only going to increase and at a rapid pace as new technologies emerge.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

(b)

Ticket: # 1245730 - Comcast 1TB data cap

Date: 10/7/2016 8:43:36 PM

City/State/Zip: Albuquerque, New Mexico 87108

Company Complaining About: Comcast

Description

This should not be a metered connection. Comcast is imposing a 1 terabyte data cap on my service, and this is completely unneeded. If I use my 50Mbps service at full speed for less than two days, I will hit the cap and will be charged an outrageous amount. Internet should not be capped, and should be instead (like the FCC has ruled) be classified and billed like a utility.

Ticket: # 1245758 - Comcast data caps

Date: 10/7/2016 8:49:36 PM

City/State/Zip: Eugene, Oregon 97402

Company Complaining About: Comcast

Description

Despite the FCC's designation of ISPs as common carriers, Comcast has notified me that they intend to implement a 1TB data cap on my account effective November 1st, 2016. This goes directly against the Net Neutrality restrictions placed on them by their classification as a common carrier. There is also an issue in my area (Eugene, OR) of a lack of competition. The only other Internet provider in my area offer DSL. As I am a software developer that works from home, I do not have the option to use any of these other providers since the speeds they offer will prevent me from working.

Ticket: # 1245764 - Comcast Data Caps

Date: 10/7/2016 8:50:26 PM

City/State/Zip: Swartz Creek, Michigan 48473

Company Complaining About: Comcast

Description

Comcast is imposing a data cap on me. Due to them having a monopoly in my area there is nothing I can do about it and it will severely limit my ability to use the internet.

I feel this is unfair practice due to it being a monopoly and is in general bad for all consumers.

Ticket: # 1245735 - Internet Data Cap

Date: 10/7/2016 8:43:53 PM

City/State/Zip: Oregon City, Oregon 97045

Company Complaining About: Comcast

Description

The data cap will affect my business. It will impede my ability to upload/download and stream in order to earn my finances and continue earning my living.

Ticket: # 1245739 - comcast home internet data caps.

Date: 10/7/2016 8:44:55 PM

City/State/Zip: Bonney Lake, Washington 98391

Company Complaining About: Comcast

Description

I got an email from comcast my internet has a data cap starting Nov 1. They say that less than 1% go over go over the new limit, then why roll out it if so few go over. It's a cash grab because they have no competition. The internet is evolving and required more and more data...to stream, download, and browse. They know this and are preparing. Data caps are a attack on the future of the internet. Please stop the corporate greed.

Ticket: # 1245759 - Comcast imposing a 1TB Data Cap on my Internet.

Date: 10/7/2016 8:49:41 PM

City/State/Zip: Kelso, Washington 98626

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions.

This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput.

It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1245931 - Comcast

Date: 10/7/2016 9:24:41 PM

City/State/Zip: Fresno, California 93727

Company Complaining About: Comcast

Description

Comcast is imposing data caps which have been proven to have literally no reason for existence. This will without doubt have a negative effect on the united states economy, Comcast is literally just using its monopoly to its full effect now.

Ticket: # 1245780 - xFinity/Comcast

Date: 10/7/2016 8:52:12 PM

City/State/Zip: Albuquerque, New Mexico 87112-2676

Company Complaining About: Comcast

Description

People in my area are starting to receive notification that Comcast is going to start implementing a data cap. This feels like an attempt to exploit current technology trends to charge more for things that are going to be the norm. There is no real competition in our area and it feels like we are trapped with them. I hope that there is something that can be done about this.

Ticket: # 1245783 - Comcast Data Caps

Date: 10/7/2016 8:53:58 PM

City/State/Zip: San Anselmo, California 94960

Company Complaining About: Comcast

Description

Comcast recently announced that they will be implementing data caps into many states, including California where I live. Please stop Comcast from implementing a 1TB data cap onto everyone.

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

Ticket: # 1245785 - Comcast Data Caps**Date:** 10/7/2016 8:54:25 PM**City/State/Zip:** San Jose, California 95121**Company Complaining About:** Comcast

Description

Hi, I'm a student and instructor that pays for internet for my home since my father and mother cannot afford it. Comcast charges me 97\$ a month currently, which I think is fair considering what I get -- Unlimited internet access. I have recently received an e-mail staying that my policy is being changed.

Data caps are going to be imposed on my connection and I have to pay more to get the same service I already pay for now. There are not many other choices in my area for similar speed and quality. As someone who is a student and helps other students learn, I believe that the internet is an essential learning tool in this day and age. Imposing a cap and charging more to remove it is not in the spirit of learning or fair business practices.

Ticket: # 1245796 - Comcast Data Usage Plan**Date:** 10/7/2016 8:57:33 PM**City/State/Zip:** Albuquerque, New Mexico 87106**Company Complaining About:** Comcast

Description

I received an email from Comcast yesterday that they are imposing data caps starting in November. They have made it clear they want to limit my internet usage unless I pay an absurd additional lump sum per month or otherwise I'm subject to brutal "overage fees". This makes it difficult as in my area they are essentially my only reliable option for internet and they're taking advantage of this knowing there is no competition.

Ticket: # 1245801 - Data Caps

Date: 10/7/2016 8:58:23 PM

City/State/Zip: Westlake, Louisiana 70669

Company Complaining About: Vyve Broadband

Description

It is unfortunate to begin with that the only useful internet service in my area is Vyve.

The cost of internet service through Vyve is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

Vyve must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Vyve is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1245803 - Comcast Data Cap

Date: 10/7/2016 8:59:00 PM

City/State/Zip: Colorado Springs, Colorado 80917

Company Complaining About: Comcast

Description

Just received notice that we will be having a data cap added to our internet plan. There is no justification for this to be added to our plan other than to charge us more money to get the same service we have already been paying for.

Ticket: # 1245809 - Comcast/Xfinity Data Caps

Date: 10/7/2016 9:00:52 PM

City/State/Zip: Pearland, Texas 77581

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1245813 - Comcast Data Caps

Date: 10/7/2016 9:01:32 PM

City/State/Zip: Avon, Colorado 81620

Company Complaining About: Comcast

Description

The data cap being imposed by Comcast should be looked in to. Enough is enough. The FCC should do something about this.

Ticket: # 1245819 - Data Caps

Date: 10/7/2016 9:02:14 PM

City/State/Zip: Hercules, California 94547

Company Complaining About: Comcast

Description

Comcast is a monopoly in our area and the 1TB data cap is simply a money grab. Disgusting company, particularly as they are obviously trying to prevent cord-cutters.

Ticket: # 1245822 - Comcast Data Cap**Date:** 10/7/2016 9:02:43 PM**City/State/Zip:** Berkeley, California 94705**Company Complaining About:** Comcast

Description

Comcast is implementing a 1 TB data cap on my internet. This is a pure money grab attempt by Comcast to stiff the customers since they have a monopoly in the area I live.

Data isn't like water gas or electricity, those utilities pay a cost to produce them. Moving data around cost practically nothing to ISPs once the initial infrastructure is in place. With what they are charging even before caps, they are already posting record profits. Consuming more data on your end doesn't increase the expense to ISPs. It's not about "congestion" either, this is just a money grab.

Comcast has suggested it is reasonable for customers to pay for amount of usage similarly as utilities which provide gas, electric and water service. But, there is a significant difference between these traditional utilities and the data access provided by Comcast. With gas, power and water, I can choose to restrict or limit my usage to save costs. However I do not have complete control over how much data usage can be attributed to my household.

I have very limited, if not no control whatsoever, over how much data I receive that I neither requested nor even know is being transferred through my account. Some examples: 1. Updates and patches that are "pushed" out by operating systems (Microsoft) and other computer programs that force download automatic updates. 2. Advertising which is pushed out to my computer and other devices even through my use of ad-blocking software. 3. Trackers, telemetry and other sub-systems which interrogate my modem, router and connected devices. 4. Unsolicited e-mails and attachments which bypass or subvert my spam suppression software. These and similar technologies all count against my data usage and all of which is beyond my technical ability to control or restrict. These types of subsystem "usage" factors do not exist in traditional gas, power and water utility metering.

Ticket: # 1245832 - Comcast 1TB experience

Date: 10/7/2016 9:04:41 PM

City/State/Zip: Joliet, Illinois 60431

Company Complaining About: Comcast

Description

This isn't an experience this is a data cap plain and simple. It's a preemptive strike at anyone that wants to be a cord cutter and punishes those of us that stream lots of data. Using Netflix, downloading games to PC and Xbox/PS4 burns through data quickly. So now we aren't having an experience we are being penalized by having to pay fines for overage or paying ANOTHER \$50 on top of what already pay to have unlimited data.

Ticket: # 1245853 - Washington State Comcast Data Cap

Date: 10/7/2016 9:08:43 PM

City/State/Zip: Spokane, Washington 99207

Company Complaining About: Comcast

Description

Comcast is adding a data cap of 1 terabyte per month to our service starting next November. This limits the use of our "open internet" in my state and in 17 others.

Ticket: # 1245857 - 1TB data cap set by xfinity/comcast

Date: 10/7/2016 9:09:52 PM

City/State/Zip: Denver, Colorado 80239

Company Complaining About: Comcast

Description

Comcast rolled out a data cap on nearly all of its customers unexpectedly. I am a gamer and I easily download 100gb+ per game with DLC and this is really bad news for me

Ticket: # 1245859 - Unacceptable Comcast Data Caps**Date:** 10/7/2016 9:10:12 PM**City/State/Zip:** Olympia, Washington 98501**Company Complaining About:** Comcast

Description

Comcast has imposed a data cap on home internet usage in my area. This is absolutely unacceptable. This is HOME internet. This is supposed to be the safe place where I have unlimited access to the internet, a right which should be guaranteed in the modern age. There are times when I end up downloading huge files (like when downloading and updating operating systems), and there are times when I stream media heavily. This will quickly become an issue as the sizes of files constantly increase. It is abusive to customers to impose limits like this and fundamentally restricts access to the internet. I pay a monthly fee for full-time access to the internet, not for "some" access to the internet. On top of that, the fee I pay is ridiculously high for the bandwidth I'm allotted. It is not fair to pay a fee for access to the internet and then pay ANOTHER fee for access to the same internet. It is unacceptable for home internet providers to try to adopt the mobile internet scam. We should be IMPROVING the internet experience, not making it WORSE.

We live in an age where everything is transmitted through the internet, even radio, television, and phone services. PLEASE do not let ISPs get away with this corruption.

Ticket: # 1245860 - Data caps

Date: 10/7/2016 9:10:21 PM

City/State/Zip: Milpitas, California 95035

Company Complaining About: Comcast

Description

I'm in a 12 month service agreement with Comcast and they have instituted new data caps.

Why does Comcast have the ability to unilaterally change the terms of the contract in ways which harm the consumer?

Who audits the accuracy of Comcast's data metering? It is in Comcast's best interest to overstate data usage.

Ticket: # 1245872 - Data Caps**Date:** 10/7/2016 9:13:21 PM**City/State/Zip:** Colorado Springs, Colorado 80924**Company Complaining About:** Comcast

Description

Recently comcast will be implementing a 1TB data cap in Colorado. I strongly feel that this is a limitation of my well-being as it affects: my freedom of speech, Programmatic research, and most importantly my job as I am a computer programmer. Please dont let us become un-American. We need the freedoms that make us who we are. Without an internet cap I can lookup any information that I may need to know, but now with a cap, ill be a bit hesitant to lookup any information as it may cost me an excessive amount of money.

Ticket: # 1245862 - Comcast Data Cap**Date:** 10/7/2016 9:10:35 PM**City/State/Zip:** Corvallis, Oregon 97330**Company Complaining About:** Comcast

Description

I have an internet service account with Comcast, and they recently imposed a data cap on internet usage in my area. Being in the area that I am means that Comcast is the only viable internet service provider for me and my roommates, as we are all college students or recent graduates, so having full time unrestricted access to high speed internet is a must for us. There are no alternative providers for this necessary service, they have a monopoly on my local market. The only reason Comcast can do this is because they have no real competition. Companies like Google can offer unlimited high speed internet for comparable prices, but do not have ability to expand out to areas like mine due to restrictive legislation. The data cap adds no value to the service at all.

Comcast also violated the terms of the contract that I signed with them at the beginning of my receiving their service. "we will give you thirty (30) days prior notice of any significant change to this Agreement. If you find the change unacceptable, you have the right to cancel your Service(s)." I was notified of the change today (October 7th), and the data cap is to go in to effect on November 1st, 25 days later. Please impose restrictions on Comcast's monopoly of the internet industry, as this is unacceptable but I have no other choice but than to deal with it.

Ticket: # 1245863 - Houston Data Cap

Date: 10/7/2016 9:10:43 PM

City/State/Zip: Houston, Texas 77089

Company Complaining About: Comcast

Description

Comcast's implementation of a 1TB data cap a month is a violation of net neutrality and the \$50 fee of unlimited data is not right. I should not be paying more for what I've already had before this.

[Ticket: # 1245866 - Comcast/xfinity data caps](#)

Date: 10/7/2016 9:11:41 PM

City/State/Zip: Snohomish, Washington 98290-6061

Company Complaining About: Comcast

Description

Just received notice of 1 TB monthly data cap, with a promise of charging for overages. Additionally, Comcast's online data usage meters consistently have been highly inaccurate.

Ticket: # 1245868 - Comcast data limitations

Date: 10/7/2016 9:12:15 PM

City/State/Zip: Mchenry, Illinois 60050

Company Complaining About: Comcast

Description

Lack of consumer choice due to local monopoly. If I had a viable option to leave comcast and relieve the same speed I would. Unfortunately I do not and therefore must be limited with data caps. Comcast is expensive enough without this added cap fees.

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

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

This is not a "value-added" service. It's the same service but now I'm paying more. It's feeling like I have no choice but to pay or live like it's 1995 which is impossible when everything goes through the Internet nowadays. Which is why data caps should be illegal. Internet is a common need in today's world, just as water, electricity, and phone services are

Ticket: # 1245879 - Data Caps

Date: 10/7/2016 9:15:27 PM

City/State/Zip: Barboursville, West Virginia 25504

Company Complaining About: Comcast

Description

I am very concerned with the ability of internet providers to enact a data cap for your internet usage. I was to address my concern and have it documented by the FCC.

Ticket: # 1245875 - Comcast 1TB data caps

Date: 10/7/2016 9:14:27 PM

City/State/Zip: Mountain View, California 94040

Company Complaining About: Comcast

Description

Comcast new 1TB data caps are the beginning of the end for the open internet. In a few years when everyone is streaming media and downloading high graphic games, 1TB will not be enough. Comcast is just trying to set the bar now, so they can start charging more when user consumption increases.

Please do something about this outrageous caps.

Thanks

(b) (6) Mountain View Ca 94040

Ticket: # 1245876 - Data Caps**Date:** 10/7/2016 9:14:40 PM**City/State/Zip:** Seattle, Washington 98103**Company Complaining About:** Comcast

Description

I saw some people complaining online today about Comcast charging their internet plans. I decided to log into my account and take a look - sure enough, I was surprised to see an email about a data cap taking effect on my account November 1st. It seems ridiculous to place these caps on consumers - and it is not what I signed up for when I signed a contract with Comcast. I will not be getting the service we both agreed to when I became a customer of theirs. This seems completely unfair to millions of consumers, who are forced to use Comcast if they would like to have internet in their home. Thank you.

Ticket: # 1245896 - Comcast and Data Caps

Date: 10/7/2016 9:19:16 PM

City/State/Zip: Fairmont, West Virginia 26554

Company Complaining About: Comcast

Description

Comcast implementing data caps is both unethical and downright insane. It's just a ploy to get more money out of people who can already hardly afford it. They're forced to be on Comcast because of illegal monopolies.

Ticket: # 1245905 - Data cap

Date: 10/7/2016 9:20:49 PM

City/State/Zip: East Lansing, Michigan 48823

Company Complaining About: Comcast

Description

Comcast xfinity is bullying consumers to pay more for data by imposing data caps sure 1tb seems fine now but as we all know data requirements increase fast. Downloading games watching Netflix. The internet allows people to work and study its not something that you can live without. Comcast is the only reliable fast internet in the area and as a student who is studying computer science I use the internet a lot to works and study and paying extra and getting charged for going over isn't something I can easily afford nor do I wish to worry about this on top of all my other responsibilities. What if I have an assignment due but can't turn it in because I went over my data cap

Thank you

(b) (6)

Ticket: # 1245906 - Data caps

Date: 10/7/2016 9:20:57 PM

City/State/Zip: Blue Ridge, Virginia 24064

Company Complaining About: Comcast

Description

Data caps are ridiculous and should not be allowed. Come on son. Comcast's new data caps are anti consumer and should be considered a violation of a open and free internet.

Ticket: # 1245913 - Comcast Data Cap

Date: 10/7/2016 9:21:50 PM

City/State/Zip: San Jose, California 95136

Company Complaining About: Comcast

Description

Comcast has given less than 1 months notice that my account will now be subject to a data cap.

Ticket: # 1245916 - Comcast data cap effective Nov 1

Date: 10/7/2016 9:22:31 PM

City/State/Zip: Cupertino, California 95014

Company Complaining About: Comcast

Description

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies.

Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1245925 - Comcast data caps are not fair to consumers!

Date: 10/7/2016 9:23:57 PM

City/State/Zip: Los Gatos, California 95033

Company Complaining About: Comcast

Description

The Comcast data cap is completely unfair! Services like Netflix and Amazon should not be forced to compete against Comcast's own entertainment services, which are not subject to the same restrictions. This is a dangerous precedent that would allow Comcast to edge out online competitors or force consumers to pay overage charges as entertainment requires more and more data throughput. It's anti-competitive, anti-consumer, anti-innovation, and I don't think it should be allowed!

[Ticket: # 1245929 - Comcast internet data cap](#)

Date: 10/7/2016 9:24:34 PM

City/State/Zip: Auburn, Washington 98002

Company Complaining About: Comcast

Description

Recently heard of Comcast's plan to roll out a 1 Tb/month data cap on all of thier customers service plans. I strongly disagree with this decision and feel it is extremely unfair to customers.

Ticket: # 1245940 - Comcast Data Cap

Date: 10/7/2016 9:27:33 PM

City/State/Zip: Thornton, Colorado 80229

Company Complaining About: Comcast

Description

Being forced to have a service with a data cap or pay more without any warning. Such an awful company. Some other reasons:

Lack of consumer choice due to local monopoly

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

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

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

Ticket: # 1245942 - Data Caps are never the way forward. Ever.

Date: 10/7/2016 9:27:46 PM

City/State/Zip: Mclean, Virginia 22102

Company Complaining About: Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legitimate reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Full disclosure: I'm not a Comcast customer, I am with Verizon . I do not have a data cap but average right around 2TB per month with what I consider normal usage, at least for the next generation. Data usage is only going to increase and at a rapid pace as new technologies emerge.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

(b) (6) Jr.

Ticket: # 1245943 - Comcast data caps

Date: 10/7/2016 9:28:04 PM

City/State/Zip: San Francisco, California 94134

Company Complaining About: Comcast

Description

I'm writing this to complain about Comcast's new data caps rolling out all over the country. Comcast is gouging it's customers with overage charges for something that is effectively unlimited. I believe this is in response to the growing popularity of streaming services over the last couple years. In doing this they not only take money from the customer, but also directly hurt their competitors by limiting the amount of content you can view from them before incurring charges. I appeal to you to put an end to Comcast their BS.

Ticket: # 1245952 - Suddenlink data cap

Date: 10/7/2016 9:29:58 PM

City/State/Zip: College Station, Texas 77840

Company Complaining About: Sudden Link

Description

Suddenlink quietly changed the process in which they enforce their data cap. Previously if I had used 80% of my data I would receive a pop up notification. Now I have gone over multiple times and only knew once I saw my bill. When I called they said they emailed me but I never received any emails from them. Data caps should not be legal as internet is not a quantifiable commodity such as water, gas, or electricity. At the very least I should be notified if I am close to my data limit.

Ticket: # 1245957 - Comcast 1TB Bandwidth Cap

Date: 10/7/2016 9:30:49 PM

City/State/Zip: Trenton, Michigan 48183

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1245971 - Data Caps

Date: 10/7/2016 9:32:55 PM

City/State/Zip: Troy, Ohio 45373

Company Complaining About: Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information. Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Full disclosure: I'm not a Comcast customer, I am with Time Warner (now Spectrum). I do not have a data cap but average right around 2TB per month with what I consider normal usage, at least for the next generation. Data usage is only going to increase and at a rapid pace as new technologies emerge.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

(b) (6)

Ticket: # 1245978 - Comcast 1tb data cap

Date: 10/7/2016 9:34:42 PM

City/State/Zip: Hopkins, Minnesota 55343

Company Complaining About: Comcast

Description

Comcast is implementing a data cap of 1tb, this is designed to negatively impact those of us who refuse to use them for television and news. I have no choice for internet access, they are the only company who can offer me residential internet speeds of over 1.5Mbps (I have 100Mbps) in my area. They are abusing their monopoly to get more money for themselves, and I urge you to fine them every day they maintain this data cap.

The internet is not optional, it's a necessity for modern life. While I am willing to pay for it, paying \$10/50GB is arcane. Comcast does not pay by the gigabyte to their upstream providers, and because of that I don't see why I should pay them per gigabyte either.

They also bypass this data cap if you use their Cable TV service, thus completely shitting on Net Neutrality. PLEASE! Stop letting them do this!

I beg you!

Ticket: # 1246002 - Broadband data caps

Date: 10/7/2016 9:37:47 PM

City/State/Zip: Highlands Ranch, Colorado 80129

Company Complaining About: Comcast

Description

Thanks for reading. I believe that data caps should not be imposed on people using broadband I'm their homes. It begins making it difficult to enjoy communication with others across the world as well as for enjoyment of entertainment through my own home by streaming videos and music. These data caps are being imposed because these companies (Comcast) are able to and people cannot move from their service to a competitor.

Another issue it creates is trouble with work as it stifles my ability to work from home. I hope that these data caps can be stopped.

Ticket: # 1246012 - Comcast Datacap

Date: 10/7/2016 9:40:24 PM

City/State/Zip: Lemont, Illinois 60439

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1246026 - Comcast Data Caps

Date: 10/7/2016 9:41:31 PM

City/State/Zip: Santa Clara, California 95051

Company Complaining About: Comcast

Description

I've just been informed that Comcast has decided to impose data caps on customers in my area. I have no other available providers in my area, so I have no choice but to stay with their service. This feels like an unfair change to their service that they've made knowing most people have no alternatives. With internet access being a virtual necessity these days, they're essentially holding all of us hostage

Ticket: # 1246013 - Comcast 1TB Bandwidth Cap

Date: 10/7/2016 9:40:25 PM

City/State/Zip: Harrison Township, Michigan 48045

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1246019 - Comcast 1TB Data Cap**Date:** 10/7/2016 9:41:12 PM**City/State/Zip:** Lynwood, Washington 98036**Company Complaining About:** Comcast

Description

This is absolutely unacceptable and consumer unfriendly. Regardless of whether or not my household will hit it (which it will with its average, legal usage), it's completely unnecessary and simply a cash grab by Comcast. There's no other viable provider in my area to go to, I need the internet for work and school as I work from home and go to school online, but with this new data cap our whole household is about to be severely punished monetarily. This is unacceptable.

Ticket: # 1246020 - Comcast data caps

Date: 10/7/2016 9:41:16 PM

City/State/Zip: Warren, Michigan 48089

Company Complaining About: Comcast

Description

Comcast is implementing data caps in my area (metro Detroit) effectivity charging me more for the same service. This is not a value -added service, it is limiting the use of a product I am paying for.

Ticket: # 1246035 - Data cap

Date: 10/7/2016 9:42:04 PM

City/State/Zip: Roseville, Minnesota 55113

Company Complaining About: Comcast

Description

Comcast just imposed a 1 terabyte data cap. I find this to be unjustified. 4k streaming is coming soon and although I don't use that much data yet I probably will in the future. I'm sure Comcast will continue to charge more. If I lived in a market with any real competition I'm sure the free market would police itself. Since Internet is essentially a utility it should be regulated as such.

[Ticket: # 1246023 - Comcast data cap rollout.](#)

Date: 10/7/2016 9:41:25 PM

City/State/Zip: Ann Arbor, Michigan 48105

Company Complaining About: Comcast

Description

Comcast is currently planning to implement data caps in my area in November. I believe this practice is anti-competitive because it forces content providers to compete with Comcast's own services which are exempt

Ticket: # 1246043 - Net Neutrality violation

Date: 10/7/2016 9:42:57 PM

City/State/Zip: Golden, Colorado 80410

Company Complaining About: Comcast

Description

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

I run a business out of my home, a business that requires large amounts of data to be uploaded and that yearly budgeting was dependent on this current cable internet bill, and this data cap infringes on my right to own and operate a business as well as my ability to be a functional participating member of a modern economy.

There is also a lack of consumer choice for internet in this section of Colorado forcing me to choose comcast and enforcing their monopoly on the area.

Although this attached document provides reasoning on the behalf of Comcast in which i will not exceed my data allocation they are not considering my own upload schedule during certain times of year particularity the holiday season in which most of my business is completed.

Ticket: # 1246031 - Comcast datacaps

Date: 10/7/2016 9:41:48 PM

City/State/Zip: Vancouver, Washington 98964

Company Complaining About: Comcast

Description

is unfortunate to begin with that the only useful internet service in my area is Comcast. Century Link only offers 10mb/s service.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1246047 - Comcast is imposing data caps on internet service at 1TB!

Date: 10/7/2016 9:43:30 PM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anti competitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1246111 - Internet data cap

Date: 10/7/2016 9:55:43 PM

City/State/Zip: Orting, Washington 98321

Company Complaining About: Comcast

Description

Comcast is imposing a data cap on my Internet package. And going to charge me for overages on what was an unlimited Internet plan originally.

[Ticket: # 1246055 - Comcast data cap](#)

Date: 10/7/2016 9:44:43 PM

City/State/Zip: Castle Rock, Colorado 80109

Company Complaining About: Comcast

Description

As a long time Comcast customer we are out -raged at the thought of data caps imposed by Comcast.

Ticket: # 1246056 - Comcasts Data Caps violate network neutrality

Date: 10/7/2016 9:44:46 PM

City/State/Zip: Boulder, Colorado 80303

Company Complaining About: Comcast

Description

I have recently received notice that Comcast is planning on imposing a 1Tb data cap on my internet service next month. As you have undoubtedly gotten tons of complaints, I'll try to keep this short:

* By their own admission[0], this is purely for "business reasons" which just means profit. They have a monopoly on reliable consumer broadband over 50mbps in my town, and can afford to charge such prices because of the lack of alternatives.

* Their own TV service has been floundering in recent years[1], however their streaming offering[2] (a competitor to Netflix, Amazon Prime, and others) is exempted from their data caps. As these are direct competitors (streaming, on demand video), this flies in the face of the Open Internet: "ISPs are also banned from prioritizing content and services of their affiliates."

Thank you, hopefully you can stop this awful practice.

[0]<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

[1]<http://arstechnica.com/business/2016/02/comcast-shrugs-off-years-of-cord-cutting-losses-adds-89k-tv-customers/>

[2]<http://arstechnica.com/business/2015/11/comcast-launches-online-tv-service-that-doesnt-count-against-data-caps/>

Ticket: # 1246099 - Internet data cap

Date: 10/7/2016 9:54:39 PM

City/State/Zip: Indianapolis, Indiana 46240

Company Complaining About: Comcast

Description

Apparently Comcast is going to be implementing a data cap in our area staying November 1. They're really isn't and competition with them, and I feel like I'm being taken advantage of. Can you please declare internet a public utility already?

Ticket: # 1246074 - Illegal implementation of data cap to prohibit net neutrality

Date: 10/7/2016 9:49:49 PM

City/State/Zip: Lacey, Washington 98513

Company Complaining About: Comcast

Description

Beginning 11/1/2016 Comcast is extending it's data cap to my state and may others in an attempt to restrict free access to the internet. Despite Comcast's claim that this will help it's customers, the only outcome is to increase their income and direct their customers to their services, like on demand video, instead of competition like Netflix and YouTube. Comcast already meters their customers usage by restricting the speed the connection. Metering the amount of data allowed through the connection as well does nothing but harm consumers. Most of their customers, like me, have no reliable alternative for internet service, which has become a necessity to conduct business in our time.

Ticket: # 1246079 - Comcast Data Cap

Date: 10/7/2016 9:51:06 PM

City/State/Zip: Indianapolis, Indiana 46240

Company Complaining About: Comcast

Description

Data cap is too low. We download too much things off the internet that will put us over the limit easily

Ticket: # 1246086 - Comcast Data Caps

Date: 10/7/2016 9:51:42 PM

City/State/Zip: Chico, California 95926

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Century Link only offers 10mb/s service.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1246088 - Comcast Data Caps in the Washington Market

Date: 10/7/2016 9:51:54 PM

City/State/Zip: Newcastle, Washington 98056

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Internet access is not like electricity or water. Comcast does not need money to put electricity or water into the pipes or cables, like a water or electricity company needs to. It does need money to allocate a certain amount of bandwidth. Data caps have nothing to do with bandwidth.

Ticket: # 1246094 - Comcast - unfair, illegal monopoly

Date: 10/7/2016 9:52:40 PM

City/State/Zip: Davis, California 95616

Company Complaining About: Comcast

Description

Comcast has long since been the only reasonable available option for broadband internet in my area of Davis, CA. The only other internet provider being AT&T with extremely slow DSL speeds.

Starting november they are imposing a 1 terabyte/month data cap limit on all customers. Not only is this incredible unfair to consumers, i posit that it is illegal in their circumstance.

Their local monopoly has given them the ability to manipulate customers into paying higher prices, one can clearly see this by comparing prices where other options are available. For instance, in every area where Google Fiber is available, comcast prices drop by over 30%. This isn't just some coincidence, this happens in every instance where a reasonable competitor is available.

Moreover this isn't adding any value to my service, it is arbitrarily limiting the service for their own greedy means. We have seen this time and time again, most notably when comcast imposed throttling on data coming from netflix servers because of the amount of data it takes to stream quality video.

If you compare United States Internet Service Provider prices to other countries you can clearly see that americans pay more than most every other developed country, and even many undeveloped!
<http://www.bbc.com/news/magazine-24528383>

This behavior, if allowed to continue, will only give comcast more power of consumers ability to access the internet. The united states has ruled that the internet is a utility. One would never think of implementing a water cap (except in the case of drought, which is not applicable to the internet as there is plenty of bandwidth available to go around). This data cap makes no sense and is clearly just a means to pinch more money from people.

Ticket: # 1246101 - Data Cap changes to the contract

Date: 10/7/2016 9:54:56 PM

City/State/Zip: St. Paul, Minnesota 55108

Company Complaining About: Comcast

Description

My plan with comcast has recently been changed to include a data cap. Comcast's new plan includes a 1 Tb data cap, with a pitch that this will effect only 1% of users.

I believe that the only reason that this is in any way acceptable is because at my location, I have a total choice of 2 service providers. Dial Up, or Comcast. Because my work requires the use of high speed internet, I have absolutely no choice in paying for the removal of the new data cap (An option which costs 50 dollars, for no real additional benefit to me, other than reverting to how my internet used to function)

It makes no sense to impose data caps, when traffic shaping would accomplish the same goal of reducing excessive network load. This would only make sense is to restrict both competition from internet content providers (which Comcast is in direct conflict with), or to extract more money from the users of a non-competitive broadband system. Either way, I have no choice in paying this fee in order to continue doing my job. That's 600 dollars a year extra, extracted from me, for no other reason than Comcast demands it.

Ticket: # 1246106 - Internet Data Caps

Date: 10/7/2016 9:55:26 PM

City/State/Zip: Fremont, California 94539

Company Complaining About: Comcast

Description

Comcast is adding data caps. These do not increase the performance of our current contract, which does not have caps. It will restrict the amount of streaming video we can use in our household due to the number of people we have. We use cable TV alternatives such as Netflix which can easily chew through our cap. We also have limited alternatives in our area as Comcast appears to be the only Cable provider.

Ticket: # 1246113 - Implementation of data caps in San Jose, CA

Date: 10/7/2016 9:55:47 PM

City/State/Zip: San Jose, California 95131

Company Complaining About: Comcast

Description

Comcast is rolling out 1 TB data caps in San Jose, CA for customers that previously had no data caps. This is an obvious cash grab by Comcast. now that Google has announced that they are suspending their fiber program in this area, and Comcast realizes that they will have no real competition.

Ticket: # 1246118 - Comcast Data Cap

Date: 10/7/2016 9:56:05 PM

City/State/Zip: Puyallup, Washington 98372

Company Complaining About: Comcast

Description

This cannot be real, Comcast is the only company that provides internet in my hometown and they have enacted a data cap. We already pay \$100 a month for internet, it is insane that they are allowed to get away with charging even more. Is there nothing to stop them from gouging customers. If there were any options I could change to I would.

Ticket: # 1246121 - Comcast data cap

Date: 10/7/2016 9:56:42 PM

City/State/Zip: Vancouver, Washington 98661

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Internet access is just as critical as any other utility and should be regulated as such. Consumers should not be held captive to a monopolistic private company to provide crucial services, especially when no comparable services are available. Finally, what is the use of signing a contract with a company to provide services when the terms and conditions of the service provider can be changed at any time? These practices take advantage of customers with no where else to turn.

Ticket: # 1246133 - Comcast Data caps!!

Date: 10/7/2016 10:00:17 PM

City/State/Zip: Sherman Oaks, California 91403

Company Complaining About: Comcast

Description

Comcast is imposing data caps on their internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed. I'm not a Comcast customer, but it's a dangerous precedent, and how long before Time Warner/Spectrum follows suit?

Ticket: # 1246213 - Comcast Data Caps

Date: 10/7/2016 10:16:53 PM

City/State/Zip: Santa Maria, California 93454

Company Complaining About: Comcast

Description

Comcast claims that the data caps are due to the customers using less data per month complain that they pay as much as more heavy users. However, they are not decreasing prices, they are simply fining users who use more data. This dosent help those complaints and only serves to make them more money, with no benefit for the consumer. More data costs them nothing.

Ticket: # 1246144 - Data Caps Are Unacceptable

Date: 10/7/2016 10:02:02 PM

City/State/Zip: Pleasant Hill, California 94523

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Data caps are unacceptable and are detrimental to the flow of information and around the world.

Ticket: # 1246147 - Comcast Imposing Data Caps on my service**Date:** 10/7/2016 10:04:07 PM**City/State/Zip:** Portland, Oregon 97225**Company Complaining About:** Comcast

Description

Starting November 1st, 2016 Comcast will be capping my data usage at 1 Terbyte per month. This is a new stipulation which has not been imposed in the past and does not add any value to my service. This is outside of the bounds where Comcast should be charging me. Their pupose as an Internet Service Provider is charging me for the use of their infrastructure to deliver data to my household, not for the actual data itself. By imposing this data cap, they are limiting my ability to pursue my education as a college student, as it has an extremely large online component. In addition, under Comcast's contract I am to be given 30 days notice to allow for the chance to cancel service; as of October 7th, 2016 I have not received any notice. This is a direct violation of my contract. Even if I had been given the necessary 30 days of notice, I do not have any equivalent options in my area, as the sole competitor CenturyLink only offers 7 Mb/s compared to the 75 Mb/s I currently receive with Comcast.

Ticket: # 1246153 - Comcast 1TB data cap

Date: 10/7/2016 10:05:25 PM

City/State/Zip: Byron Center, Michigan 49315

Company Complaining About: Comcast

Description

Apparently a 1TB data cap is going into effect November 1 for my area. Data cap warning via packet injection feels illegal to me. It's ridiculous how the only way to get over 15mbps on a wire to my house is through Comcast and they essentially are a monopoly. Furthermore, they're clearly trying to disincentivize streaming services by making the streaming cost-prohibitive due to new data caps. We all know it costs them nothing to keep the same bandwidth for customers. They're not doing anything to upgrade their infrastructure while raising rates and implementing caps. My friends a couple miles down the road get Charter and they pay less than us for over double the speed and no caps. This is insanity.

Ticket: # 1246156 - Comcast's 1TB internet cap

Date: 10/7/2016 10:05:59 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

I am two months into my year-long contract with Comcast and they have changed the terms of this contract WITH LESS THAN A MONTH'S NOTICE. Ok, so why don't I just change services? I can't because there is no comparable alternative. We need market competition, Comcast is anti-competition and against open internet. In many places, it is the only viable internet option and now they are implementing a data cap for no reason other than greed. At the moment 1TB might look like a lot, but as streaming quality increases (e.g. 4k video streaming) it will very quickly eat into that cap. This data cap is not due to bandwidth scarcity, it is greed, plain and simple. And Comcast has too much money for others to compete with. Why is the FCC ok with this?

Ticket: # 1246168 - Comcast Data Caps

Date: 10/7/2016 10:08:51 PM

City/State/Zip: Sacramento, California 95820

Company Complaining About: Comcast

Description

These forced caps are enabled by lack of consumer choice due to local monopoly. For this reason the US is Lagging behind the rest of the world in broadband availability and cost to consumers. Comcast is exploiting it's customers despite the importance of the internet for children to participate in school and for everyday people to participate in the modern economy. This is not a "value-added" service. It's the same service we've always paid for, and now we're being forced to pay more for it. It's is the FCCs job to protect the public and the individual consumer. Allowing data caps and weakening net neutrality is outrageous and clearly not in the public inrerest.

Ticket: # 1246220 - Net Neutrality Violation via Imposition of Data Caps

Date: 10/7/2016 10:18:15 PM

City/State/Zip: Renton, Washington 98057

Company Complaining About: Comcast

Description

Comcast's decision to impose a 1 Terabyte data cap is indefensible, violates Title II regulations, and has a chilling effect on local, national, and international business for the purpose of lining Comcast's pockets.

I am an IT professional who runs a virtual lab at home. This lab is absolutely critical for my career, and I use it to learn and practice my trade for implementation and use. In addition, I have a large collection of photographs and artwork that I keep stored on-site, a large collection of games downloaded via Steam. All told, I currently have approximately one terabyte of data currently, and fully expect it to double or triple. Losing it due to unforeseen circumstances such as fire, theft, or failure would undo years of work, and cause severe negative impacts on my life. This is to say nothing of my ordinary daily usage, which includes daily MMO play, daily use of video streaming services, and heavy Web use.

I was intending to subscribe to a cloud-based backup service in the moderate (6 months-1 year) future. With the 1 TB data cap, however, I simply cannot afford to do so when it will mean that I have to either A) pay an exorbitant amount of fees, or B) severely curtail my usage to the point where I may as well cancel several subscriptions because I simply cannot use them.

While there is an argument to be made that data caps are a necessary evil for wireless service (where bandwidth is indeed limited by physics, and as the number of customers grow, heavy users start negatively impacting the experience of everybody else), no such argument exists for wireline Internet services such as Comcast. There are few if any physical limitations, and what limitations exist can be overcome with appropriate investments in additional capacity--in other words, the same thing that every business does when demand outweighs supply. Every argument that Comcast has made in defense of their caps have been centered around business.

And all of these issues do not even begin to touch on Comcast's lack of appeals processes when technical mistakes occur and Comcast mistakenly charges customers for overages that do not occur. When they happen, Comcast bills American citizens for charges that they cannot afford, offers no little to no recourse, ruins the credit of their customers, and refuses to budge until a customer turns to public shaming and media advocacy as a desperate last resort. Nor do they touch on the simple fact that I am now paying the same amount of money (or more) for worse service, full stop.

Worst of all, however, is the fact that I have no personal recourse. The only other ISP I can switch to is CenturyLink, who applies caps that are even more restrictive than Comcast's.

I want the FCC to take action to enforce its Open Internet Order, and to declare that data caps for wired Internet service are contrary to the wording and the spirit of net neutrality, and forbid Comcast from enforcing them.

Ticket: # 1246171 - Data caps.

Date: 10/7/2016 10:09:26 PM

City/State/Zip: Union City, California 94587

Company Complaining About: Comcast

Description

Data caps are anti-consumer. Comcast has just rolled out data caps in my area and while I'm not a very heavy Internet user, 4K video streaming is around the corner and the future of this media is in jeopardy if we're all going to be hitting data cap limits. There is no good reason for this at all it's just a way to squeeze more money out of customers who have no other choice due to the monopoly of Comcast.

Ticket: # 1246185 - Comcast is placing Data caps

Date: 10/7/2016 10:11:29 PM

City/State/Zip: Wilsonville, Oregon 97070

Company Complaining About: Comcast

Description

Currently Comcast is placing a 1TB data cap on my region. This Data cap is not for running out of data, but for some unknown reason. Since there are no other internet options in my region I have to use Comcast and don't have a choice in switching to a different company. I feel that this is a monopoly and gives me no choice in my internet experience.

Ticket: # 1246186 - Comcast Data Caps

Date: 10/7/2016 10:11:31 PM

City/State/Zip: Portland, Oregon 97230

Company Complaining About: Comcast

Description

Soon, Comcast will be forcing Data caps on my internet usage, forcing me to pay more for the same service i've already paid for without offering me any added value. I have no viable alternatives due to the virtual monopoly that Comcast has in my area. This is a step backwards for the open internet.

Ticket: # 1246192 - Comcast Data Cap**Date:** 10/7/2016 10:12:40 PM**City/State/Zip:** Las Cruces, New Mexico 88001**Company Complaining About:** Comcast

Description

Comcast has had a monopoly on high speed internet in my area and are soon to be implementing data caps. As there are no other high speed options, see monopoly, I am unable to switch providers to one without a data cap. My household uses 50% more than the data cap in an average month with video streaming through Netflix, Amazon, and TwitchTv as well as other standard usage. Given that Comcast has effectively bought the local government, we have no actual options to contest this change, short of illegal ones. As the Internet is essential for modern life, a data cap of any sort is beyond unreasonable. Everything from job and person communications to emergency services(personally used the internet to find nearest emergency room) utilize the internet and will be interfered with or unreasonably costed with the implementation of data caps.

Ticket: # 1246194 - Comcast and freedom of the internet

Date: 10/7/2016 10:13:26 PM

City/State/Zip: Murrieta, California 92563

Company Complaining About: Comcast

Description

By pushing data caps nationwide Comcast is declaring war on the masses of people who no longer pay for cable. The 1 TB cap which is implemented and instituted nationwide this November 1st is a disgrace and a backwards move for the entirety of the internet. Netflix is targeting what they see as direct competition (online streaming) and attempting to neutralize and control a problem which they should have no right to. Comcast has multiple monopolies throughout America and for them to be able to limit what people in those area's can and can't do is a disgrace. I urge the FCC to declare this business practice illegal and give you the best wishes in doing so.

Ticket: # 1246201 - Comcast Data Caps**Date:** 10/7/2016 10:15:04 PM**City/State/Zip:** Portland, Oregon 97213**Company Complaining About:** Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

I'd argue it violates net neutrality and Comcast should be disallowed to continue this practice.

Ticket: # 1246206 - Unwarranted data caps

Date: 10/7/2016 10:15:50 PM

City/State/Zip: Grand Rapids, Michigan 49594

Company Complaining About: Comcast

Description

Comcast has implemented a 1 TB data cap on the residents of grand rapids after openly admitting that data caps have no use other than to generate additional revenue and has no basis in keeping bandwidth open for fair use of the internet in the region. This is a blatant violation if net neutrality laws as they provide "zero programming" (their streaming service doesn't count against data plans). This places priority on their services and provides a unjust playing field to all other users if the internet. As the prevalence of higher definition online services increases this data cap will only become a noose around this countries neck. I implore you to step in and intervene regarding these malicious tactics.

Ticket: # 1246209 - Unethical fees and deceptive practices, as well as breach of contract

Date: 10/7/2016 10:16:13 PM

City/State/Zip: Spokane, Washington 99208

Company Complaining About: Comcast

Description

Comcasts new nationwide rollout of data caps is the most damaging of any new policy introduced from any company, ever. There is no technical reason that they should be capping the data on their customers. There is no added cost of infrastructure due to increased data usage. They say they are doing it out of fairness, and that "people who use more should pay more, and people who use less should pay less". Except they aren't charging less to people who use less, they're charging them the same as before - and only over charging people who they artificially claim use "more" now that they've instituted this unnecessary and invisible data cap.

Their calculators that they are steering customers to in order to determine likely data usage are incredibly inaccurate. Their 1TB limit is asinine for any household with more than two people in it. This feels like a direct attack on working families with children. If you have teenagers in your house, you would easily blow past 1TB within days if you ever backup any of your devices to the cloud (many mobile devices are 256GB, 1/4 of the monthly usage cap now). Forget ever backing up your laptop to the cloud.

They also don't account for the now increasingly popular 4k UHD streaming, which is taking over more and more every day. They only discuss regular HD streaming, and even that they offer a lowball figure.

It should also be noted that they are only rolling this out in areas where they have a monopoly on fast internet connectivity. Areas offering Google Fiber or another viable competitor w/out data caps like Verizon FiOS are not receiving the new Comcast data cap. So they are only squeezing the American people in areas they monopolize. THIS IS CRIMINAL.

There is so much more I could say, but I digress. I'm sure you are very well aware of this issue and I'm sure everyone is contacting you in regards to it. Please focus your efforts here, this will affect EVERYONE, and every business, and stifle innovation from companies like Netflix and other online media companies.

Thank you for your time. I really do appreciate your efforts.

Ticket: # 1246215 - Comcast/Xfinity Data Caps**Date:** 10/7/2016 10:17:01 PM**City/State/Zip:** Swartz Creek, Michigan 48473**Company Complaining About:** Comcast

Description

We've been paying for Comcast's sub-par over-priced internet for fifteen years, and this "One Terabyte Plan" is the last straw. As of November 1st, 2016, we (as well as millions of other paying customers) are being downgraded to a limited Data Capped connection, for the same price. They're the only broadband available in my area, so I have no choice other than to fuel their local monopoly. Their services are lagging behind industry standards, yet we pay more than average. Nothing new is added in this plan, we're paying the same price for limited connection, or paying nearly double the price for an "Unlimited Plan." Data caps limit creativity, sharing, and learning (schoolwork is done on this connection.) Their excuses for why this is necessary are ridiculous and false, it is nothing more than a cash grabbing effort in order to scare customers. A pathetic effort to try and convince customers they should pay for their Cable service instead of using data-intensive streaming services (their direct competition.) Now every time we browse, stream, or surf, it will be done with fear of overage fees. They said we had 30 days to cancel our plan if we didn't agree with it, yet we were absolutely not given 30 days before the plan goes in effect on November 1st.

Ticket: # 1246226 - Comcast 1TB data cap

Date: 10/7/2016 10:20:23 PM

City/State/Zip: San Diego, California 92131

Company Complaining About: Comcast

Description

Comcast is imposing data caps on internet service at 1TB.

This data cap creates an environment where companies such as Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This would set a dangerous precedent and will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should not be allowed.

Ticket: # 1246230 - Comcast Data Caps

Date: 10/7/2016 10:21:22 PM

City/State/Zip: Wellington, Florida 33414

Company Complaining About: Comcast

Description

Comcast is a monopoly in my area and are imposing their unfair data cap program onto us without any alternatives to provide for fair competition.

Ticket: # 1246232 - Comcast data caps

Date: 10/7/2016 10:21:33 PM

City/State/Zip: Sunnyvale, California 94086

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1246239 - Comcast data caps.

Date: 10/7/2016 10:23:05 PM

City/State/Zip: Poulsbo, Washington 98370

Company Complaining About: Comcast

Description

Comcast will be capping Washington State's data starting on November 1st.

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Century Link only offers 10mb/s service.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item.

Ticket: # 1246276 - Comcast Data Cap**Date:** 10/7/2016 10:28:01 PM**City/State/Zip:** Bad Axe, Michigan 48413**Company Complaining About:** Comcast

Description

I live in eastern Michigan and recently received an email notifying me that effective November 1st I would have a data cap imposed; but was told it's ok because only 1% of their customers use more than 1tb. I have Netflix in my house, my daughter's both have TVs with Netflix as well. Using Comcast's provided numbers in the email of about how much I could use the internet without being effected each of my 3 TVs are only capable of watching ~6 hours or content per day. If you factor in "gaming" or browsing the internet or watching YouTube or any of the projects I have going on my home servers that 1tb cap that only 1% of their customers exceed will be blown out of the water. I fail to see how this little amount of activity puts me in the 1%.

Prior to receiving this email I ran Berkleys BOINC application for shared computing for the for a couple projects such as the SETI@Home project on 3 computers, 2 servers, and a raspberry pi. I have won a bronze award on the BOINC platform for being in the top 25% of individuals that have donated CPU/GPU cycles. I have since shut those devices down for fear of going over my new data cap.

The only reason I have Comcast was to avoid data caps. The competition in my area either doesn't reach my house or the price is more for less service and data caps. With the new cap I can expect my bill to go up another 50\$ for "unlimited" or pay up to 200\$ in overage fees. When I am paying nearly 100\$/Mo for tv and internet another 50\$ is ridiculous let alone the possibility of 200\$ in overages.

Technology is the future. My kids have iPads at school for their homework. They come home and use the computers for research and homework. Their ability to do their homework on the internet shouldn't allow Comcast to charge me more for my service.

I find the fact Comcast can fabricate ways to squeeze more money out of their paying customers while giving them less service is an absolute joke. It's a shame that companies like Comcast insist on padding their bottom line above all else. It's especially sad when you compare the US to other countries and realize that we lag behind in speed/availability/pricing.

Ticket: # 1246240 - Comcast Data Cap

Date: 10/7/2016 10:23:13 PM

City/State/Zip: Kirkland, Washington 98034

Company Complaining About: Comcast

Description

Absolutely anti consumer, most of us younger people are not paying for cable tv and streaming our content through YouTube, Apple TV, Roku, chromecasts, Amazon Prime TV, Nettlelix, etc. The data caps completely screw us by putting artificial barriers to increase profits for Comcast. Absolute disgrace, this should not be allowed. I have no other option for high speed internet where I live. I feel this is going to bully people into paying for cable tv and pay for overpriced packages of a bunch of channels no one wants..

Ticket: # 1246241 - Comcast Data Cap

Date: 10/7/2016 10:23:18 PM

City/State/Zip: Broomfield, Colorado 80020

Company Complaining About: Comcast

Description

Comcast has data caps, which hinders internet innovation and video streaming. There is also very limited competition, with no other cable internet available in the area. Digital game downloads and 4K video requires a lot of data, which data caps restrict.

Ticket: # 1246246 - Comcast's 1TB cap

Date: 10/7/2016 10:24:00 PM

City/State/Zip: Redwood City, California 94065

Company Complaining About: Comcast

Description

On Nov 1st, Comcast will extend their usage caps to California, and many more areas in the country.

This is extremely troublesome as it will limit the adoption of future technologies nationwide, particularly services like video streaming at 4K and beyond resolutions.

10 years ago, 50 GB seemed like a lot, now it's common to have even a single digital download be above that mark.

If we limit to 1TB now, that limit will get smaller in just a few years; and given past behavior, Comcast will take forever to increase it.

The future of the internet, and the development of internet technologies hinges on not having fixed data caps.

Ticket: # 1246266 - Data Caps

Date: 10/7/2016 10:26:42 PM

City/State/Zip: Santa Rosa, California 95403

Company Complaining About: Comcast

Description

I just received an email from Comcast saying that on November 1 they are instituting a 1TB data cap and if I go over it I will have to pay 10 per 50 GB. Or I can pay an extra \$50 per month, \$600 per year mind you, to have an unlimited amount of data. Of course to switch providers is near impossible due to the fact that if another company wants to bring competition they try and sue to keep them out. This is anti competition. Why is this being allowed is beyond me. Data is not a finite resource. Please FCC step in and stop this!

Ticket: # 1246254 - Data cap from Comcast

Date: 10/7/2016 10:25:22 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

Comcast has added home internet data cap of 1 TB starting November 1st in 18 new markets, including Washington. We are signed to a 1 year contract with Comcast, and this did not include any data caps. This should be illegal for Comcast to be implementing a data cap out of the blue for their own selfish greed. Data caps are not a technical necessity, but rather a business policy; it does not cost Comcast any more money to give us limitless data. Comcast already has a monopoly here, and this is just adding onto their powers. They also included a "3 month average" of our data use to be ~360 GB, but we haven't even had Comcast for 3 months, so their numbers are unreliable. Also, 1 TB might not be enough once higher quality streaming options like 4K and UHD are available. They are already charging more money for faster internet speed, but with faster internet speed, you will reach the data cap even faster and they will be collecting even more money. This is not right.

Ticket: # 1246256 - Comcast Data Caps**Date:** 10/7/2016 10:25:28 PM**City/State/Zip:** Salem, Oregon 97302**Company Complaining About:** Comcast

Description

This morning I received an email from Comcast letting me know that starting in less than a month, data caps are going to be imposed on my account. Although comcast claims that the data cap will not affect me in any way as my usage is way below the threshold, with the rapid spread of 4k technology and my increased reliance on downloading and upload huge chunks of data for school, work, my own content creation and personal leisure, within a year I will absolutely be affected and will have to pay crazy fines imposed for going over a limit. I believe this is a net neutrality issue because a company with power resembling of a monopoly is implementing a strategy that will allow them to rob their clients in the long run. With no adequate (key word) alternatives in my area, I'm stuck with Comcast , and my hope is that they don't assume that they have more power over my own wallet than I do.

Ticket: # 1246302 - Comcast Data Caps

Date: 10/7/2016 10:32:11 PM

City/State/Zip: Indianapolis, Indiana 46217

Company Complaining About: Comcast

Description

Essentially the subject; Comcast is enacting data caps in my area (central Indiana, Indianapolis). This hurts me as a consumer without benefiting them as a company beyond making additional money without actually providing additional services.

Ticket: # 1246278 - Data Cap

Date: 10/7/2016 10:28:21 PM

City/State/Zip: Littleton, Colorado 80127

Company Complaining About: Comcast

Description

Comcast has an effective monopoly in my area - CenturyLink is available with DSL offerings at the same price but a fraction of the speed (assuming they try to provide service at all). Comcast is now instituting data caps as of November 1, 2016. As a consumer, I really have no choice in what to do but to accept this change in my service. It's just another way that we are lagging behind the rest of the world in the way our broadband is available, and the costs that we face as consumers. I have sincere concerns about the direction this will take as my son gets older - will the tendency towards monopoly, reduced service, and caps continue, ensuring that while everyday people need access, it will be increasingly expensive (despite decreasing costs for providers)? I am well aware that it does not cost more for Comcast when I use my Internet access - it is not like a natural gas or water line and there is no using up of a limited resource. This is a blatant money grab for an extraordinarily profitable monopoly.

Ticket: # 1246281 - Comcast data cap implementation

Date: 10/7/2016 10:28:47 PM

City/State/Zip: Marina, California 93933

Company Complaining About: Comcast

Description

I recently got a notice from my ISP (Comcast) stating that they will be implementing a data cap on my internet plan. While I currently use less than what they are proposing, I worry about it being a slippery slope. In the short term, it may inhibit the growth of 4k content on services I rely on via the internet, since I don't have a cable plan. Additionally, they will also begin charging fees for every few GB over the limit they impose, but you can avoid that by paying a "small" fee for unlimited. If the high bandwidth usage of their customers is the issue, why should they allow the highest users to pay their limit away, and continue causing "congestion"?

Really disappointed by comcast, I hope the FCC looks into this.

Oh, and they raised my bill by \$30 a month or so ago as well. Great timing! One-two punch!

Ticket: # 1246300 - Comcast New Terabyte Internet Data Usage Plan**Date:** 10/7/2016 10:31:53 PM**City/State/Zip:** Santa Rosa, California 95405**Company Complaining About:** Comcast

Description

I am a Comcast internet subscriber. Today I was informed by Comcast via email that as of November 1, 2016 my internet connection, shared by myself, my wife, my son and occasional guests, over several devices, will be subject to a 1TB data cap. I never agreed to this. I do not want this. I do not believe Comcast is losing any money by serving unlimited internet to all its customers and that this is an issue they've invented in order to justify charging customers more money.

Ticket: # 1246285 - Comcast Internet Data Cap

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

City/State/Zip: Wauconda, Illinois 60084

Company Complaining About: Comcast

Description

Recently Comcast has begun to enforce a data cap on our home internet service - something we never agreed to. Now, we are forced to pay an additional \$50 per month if we wish to receive the exact same service we signed up for. There is no value added to the service due to this change. I am a technology lover and a majority of my entertainment comes from online sources. This data cap forces me to limit my enjoyment of my preferred choice of entertainment all because Comcast wants to keep people paying for a cable TV subscription.

This is anti-competitive behavior and is part of the reason the U.S. is failing behind when comparing cost and speed of internet to other first-world countries around the world. This should not be allowed to be forced onto customers, especially after they have signed up for an advertised service.

This can be seen as a breach of net neutrality because Comcast is limiting the ability to stream other providers' content online while allowing unlimited access to their own TV service.

This is a deplorable attempt at trying to keep a dying format - cable television - alive.

Ticket: # 1246295 - RE: Comcast Introduction of Data Caps

Date: 10/7/2016 10:31:19 PM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: Comcast

Description

I am writing to express my concern with Comcast's decision to introduce data caps in a number of markets, starting November 1st. This decision is anti-competitive on its face, and is unfair to consumers regardless.

First, the introduction of data caps is anti-competitive when paired with Comcast's ability to "zero-rate" their own video service, Stream TV . This positions Stream TV more attractively than in an environment where bandwidth isn't capped. Suppressing competition by effectively increasing the price of competitor's services is a sneaky form of Paid Prioritization.

Second, Comcast has admitted that the caps are not for congestion management. Bandwidth has no marginal cost for Comcast. Charging for bandwidth makes data-intensive technologies aimed at consumers prohibitive, without a justifiable cost to Comcast. Notably this will inhibit 4K video streaming from becoming mainstream. Further, history has shown that innovative uses of technology will fill to expand available bandwidth, to the benefit of consumers and new businesses alike.

Third, I have no confidence in Comcast's ability to implement their system of caps correctly. For example, they have my data usage for the past three months as 0, when I have used significantly more data than 0. If they can't meter my usage correctly, how can I be confident they can correctly enforce a cap on usage for anyone?

[Ticket: # 1246343 - Comcast 1tb monthly data cap does not allow for fair use](#)

Date: 10/7/2016 10:40:13 PM

City/State/Zip: Cupertino, California 95014

Company Complaining About: Comcast

Description

I pay for 250 mbps service from Comcast. Their 1 tb data cap amounts to roughly 3 mbps average usage around the clock. Thus, if I use more than 1% of my service on average, I'll exceed the data cap.

Ticket: # 1246307 - Comcast Data Caps Cannot be Allowed!

Date: 10/7/2016 10:33:36 PM

City/State/Zip: Minneapolis, Minnesota 55419

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anti competitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1246320 - Comcast Data Caps

Date: 10/7/2016 10:36:08 PM

City/State/Zip: Fishers, Indiana 46037

Company Complaining About: Comcast

Description

Comcast is instituting data caps November 1st, and is offering me the option of paying an additional \$50/month in order to keep the current unlimited that I enjoy. They claim that these caps won't be a problem, which may be true for now. However with 4K video coming, as well as the huge uptick in online video services (including DirecTV launching a service soon), data streaming requirements will only increase. With Comcast's role as both an ISP and a TV provider, this is a move that clearly protects their TV business, to the detriment of their competitors. They are making a clear cash grab, while violating the principles of an open internet. Please do not let this happen. Thank you.

Ticket: # 1246321 - Data to be metered in my area next month.

Date: 10/7/2016 10:36:16 PM

City/State/Zip: Roseville, Minnesota 55113

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Century Link only offers 10mb/s service.

The cost of internet service through Comcast is already high (indeed, my plan randomly grew from roughly \$65/month to \$102/month without notice), and I've learned that next month Comcast will be implementing data caps, effectively metering my connection. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1246322 - Comcast Data Caps

Date: 10/7/2016 10:36:25 PM

City/State/Zip: Monroe, Michigan 48161

Company Complaining About: Comcast

Description

Effective November 1st, 2016, Comcast is rolling out a 1 Terabyte data cap to a new round of markets, and included in that is my own home region of Southeastern Michigan. As both a heavy user of the internet and a staunch supporter of the Right to Access Information, I find it appropriate to issue a formal complaint on the circumstance with the proper authorities and, consequently, the only mass with any chance of making a difference in it. Experience shows they don't listen to their actual costumers.

Help us all, FCC. You're our only hope!

Ticket: # 1246339 - Comcast Internet data caps**Date:** 10/7/2016 10:39:44 PM**City/State/Zip:** Lacey, Washington 98503**Company Complaining About:** Comcast

Description

I just received an email from my ISP, Comcast Xfinity, detailing their roll out in my area of a 1 terabyte data limit. Comcast currently enjoys a regional monopoly in my area and a regional oligopoly in the surrounding area. If I was able to show my displeasure for this action by changing to a different internet provider I would but I can't because they lack competition. My wife and I are people who watch their media on the internet (Netflix, Hulu, Youtube, etc.) rather than through cable TV and I can not help but feel that this change by Comcast is about their dual role as a internet and cable provider. I do not pay for Comcast's Cable TV service but now I will be punished by them for not doing so. For the service I was originally paying for it is now an extra \$50. Now Comcast shared what the monthly average usage my wife and I use is: 583 gigabytes per month... now that is under the 1 terabyte limit but my wife and I both work full time. We have a baby now and my wife is thinking of quitting work to watch the baby full time most likely consuming a lot more data in the process once she is no longer working 40-60 hours a week. Also that baby will soon be a kid and will be another internet data user. In addition I have previously lived in the country of Romania, a country that lags behind the US in a lot of different ways not least of which is corruption and yet they have a world class internet, cheap, and without data caps while the US internet continues to stagnate because of anti-competitive practices in the telecommunication business. Comcast will probably get away with this exploitative practice and continue to save money by not investing in better infrastructure that would actually be able to handle higher bandwidth usage. However that will not stop me from complaining and working to leave areas where Comcast has a regional monopoly despite the hardship that poses.

Ticket: # 1246348 - Comcast/Xfinity Data Cap

Date: 10/7/2016 10:41:38 PM

City/State/Zip: Woodbury, Minnesota 55125

Company Complaining About: Comcast

Description

Comcast/Xfinity is introducing a data cap in November. I pay extra money for internet access every month and to have a limit on what I can use is terrible and unconstitutional.

Ticket: # 1246351 - Comcast implementation of Datacap

Date: 10/7/2016 10:42:24 PM

City/State/Zip: Novato, California 94945

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Century Link only offers 10mb/s service.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies.

Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1246352 - Comcast Instituting data Caps

Date: 10/7/2016 10:42:28 PM

City/State/Zip: Lake Bluff, Illinois 60044

Company Complaining About: Comcast

Description

Comcast is now implementing data caps in my area, this is pretty crap and means that America will fall behind other countries in other countries, removes value from from our domestic internet service and all around screws customers over.

This is pretty crap and I hope it will be removed

Ticket: # 1246356 - Comcast Monopoly and Internet Cap

Date: 10/7/2016 10:42:57 PM

City/State/Zip: Sugar Land, Texas 77498

Company Complaining About: Comcast

Description

Comcast has effectively become a monopoly in my area disallowing any ISP competitors and has recently implemented a 1TB data cap. This company has created a noncompetitive market environment which is against the essence of the free-market economy of the USA.

Ticket: # 1246361 - Internet Data Cap

Date: 10/7/2016 10:43:28 PM

City/State/Zip: Colorado Springs, Colorado 80918

Company Complaining About: Comcast

Description

Xfinity (Comcast) is now implementing a data cap on our home internet. There was no mention of this even being a possibility when we signed up with them in June of 2016 (this year). This is bate and switch with what we were told about our internet account. It cannot be legal to tell costumers one thing, then change it on them 4 months later.

[Ticket: # 1246374 - Comcast data cap](#)

Date: 10/7/2016 10:45:49 PM

City/State/Zip: South Jordan, Utah 84009

Company Complaining About: Comcast

Description

Comcast is now implementing a data cap upon my service with no indication of dropping my bill. So I am effectively getting less, with the potential of paying more. This is completely unacceptable and not what I signed up for. These massive corporations need to be properly regulated.

Ticket: # 1246375 - Comcast Data Caps**Date:** 10/7/2016 10:46:03 PM**City/State/Zip:** Davis, California 95616**Company Complaining About:** Comcast

Description

I have been a Comcast internet customer for years. To continue enjoying the unlimited internet I have been using for years, Comcast will now begin charging an extra \$50 per month. Comcast has a monopoly in my area. If I do not like the service Comcast is providing, I do not have other options for an internet service provider. Internet is a necessity in modern life, not an optimal luxury. I and many others rely on an open and reliable internet service in order to work. Comcast is introducing these data caps because it knows customers have no other options and cannot afford to leave.

Additionally, Comcast's data caps target customers such as myself who use the internet as their primary source of media content. It punishes those who use internet streaming services such as Netflix, Hulu, and Amazon instead of Comcast's own cable TV service. As new technologies are developed, Americans' data needs will only continue to grow, and we cannot allow Comcast to use its monopoly to continue to exploit its customers.

Comcast is charging an extra fee that is not improving on existing service. It is an extra \$50 for the exact same service I've been receiving. There is no technological reason for this cost. It does not cost Comcast extra to allow people to access the internet freely. Americans already have more expensive and slower internet than many countries, and allowing Comcast's predatory practices to continue will only hurt the American people while making Comcast richer.

Ticket: # 1246381 - Comcast Data Caps

Date: 10/7/2016 10:47:26 PM

City/State/Zip: Fort Collins, Colorado 80527

Company Complaining About: Comcast

Description

To whom it may concern,

I am writing today on behalf of my landlord concerning Comcast data caps. Comcast has, and continues to be at odds with the public, and the government concerning open internet. Their trend as of late has been a shallow and disturbing attempt to monetize the transmission of information to the detriment of free speech, and the average American.

By limiting the amount of data that I am allowed to access each month, and further monetizing additional data usage, Comcast is effectively controlling the flow of information for no reason other than to fill their coffers. This is unacceptable and spits in the face of many people, like myself who are barely able to afford their existing internet plans.

What was once a service which could once be purchased and shared by several people, must now be bought by each individual in the household. This would be justifiable, if however remotely if it corresponded to an increase in services provided, however it does not. It is Comcast extending their reach at the cost of the average American. The speeds are not increasing. The reliability is not increasing. There is no change to my service beyond the fact that I now have to pay more for it.

I implore you, please ban data caps in the domestic market. They do nothing to further innovation in the industry. They do nothing to increase the quality of services provided. These data caps are a shallow grab at the wallet of the average American, pure and simple.

Sincerely,

(b) (6)

Ticket: # 1246385 - Comcast unfair data cap**Date:** 10/7/2016 10:48:22 PM**City/State/Zip:** Katy, Texas 77494**Company Complaining About:** Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

I have very limited, if not no control whatsoever, over how much data I receive that I neither requested nor even know is being transferred through my account. Some examples: 1. Updates and patches that are "pushed" out by operating systems (Microsoft) and other computer programs that force download automatic updates. 2. Advertising which is pushed out to my computer and other devices even through my use of ad-blocking software. 3. Trackers, telemetry and other sub-systems which interrogate my modem, router and connected devices. 4. Unsolicited e-mails and attachments which bypass or subvert my spam suppression software. These and similar technologies all count against my data usage and all of which is beyond my technical ability to control or restrict. These types of subsystem "usage" factors do not exist in traditional gas, power and water utility metering.

Ticket: # 1246413 - XFINITY Data Cap Complaint**Date:** 10/7/2016 10:52:58 PM**City/State/Zip:** Ann Arbor, Michigan 48105**Company Complaining About:** Comcast

Description

Comcast XFINITY is imposing a data cap on my Internet on November 1st. When I signed up for my service, this was not part of the agreement and I can do nothing to change it. Now I will have to pay more for the same service with absolutely no negotiation or discussion of my contract. Comcast is my only Internet provider so even if I wanted to switch I couldn't. Even with what I'm paying for I barely get what I should.

Ticket: # 1246394 - Comcast Data Caps

Date: 10/7/2016 10:49:39 PM

City/State/Zip: San Leandro, California 94578

Company Complaining About: Comcast

Description

Comcast is rolling out data caps to California. In the CA Bay Area there is no competition for cable internet, only Comcast and no other equivalent service. I already pay \$80/month for my higher speed tier and now will be charged data charges on top of that. It is to punish people who do not subscribe to their cable TV services and use the internet to stream content. It is a monopolistic practice that should be banned, and it will hurt progress for an open internet.

Ticket: # 1246397 - Comcast data caps

Date: 10/7/2016 10:50:24 PM

City/State/Zip: Raleigh, North Carolina 27615

Company Complaining About: Comcast

Description

Comcast data caps are anti-consumer and if allowed will drive the cost of internet access up. The internet should be treated as a utility. Stop Comcast before the others follow suit.

Ticket: # 1246401 - New data caps are not consumer friendly

Date: 10/7/2016 10:50:47 PM

City/State/Zip: Eden Prairie, Minnesota 55346

Company Complaining About: Comcast

Description

There's hardly any choice of high-speed internet service around here besides comcast. Now-a-days it's hardly even high speed compared to the rest of the world. Comcast. is not charging more for the same service they've always provided and trying to make data caps the norm. Internet is now a utility that is required to do most anything important from getting a job to getting information. Comcast should not be able to control utilities.

Ticket: # 1246403 - Comcast Data Caps**Date:** 10/7/2016 10:51:44 PM**City/State/Zip:** New Ulm, Minnesota 56073**Company Complaining About:** Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the aging cable TV model. It even excludes Comcast related data from that cap.

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

(b) (6)

Ticket: # 1246414 - Unfair data cap

Date: 10/7/2016 10:53:01 PM

City/State/Zip: Marysville, Washington 98270

Company Complaining About: Comcast

Description

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

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

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

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

[Ticket: # 1246417 - Adding data caps](#)

Date: 10/7/2016 10:53:43 PM

City/State/Zip: Seattle, Washington 98125

Company Complaining About: Comcast

Description

Comcast is adding data caps to new areas soon. Similar caps already introduced in other areas have been met with opposition on all sides, as they unduly limit a user's internet access, especially as more and more users stream video and that video comes in larger sizes.

Ticket: # 1246418 - Comcast data caps

Date: 10/7/2016 10:53:46 PM

City/State/Zip: Plymouth, Minnesota 55447

Company Complaining About: Comcast

Description

I just recently received an email from Comcast saying they will impose a data cap on my area. This in my opinion is not a value add proposition and this is being imposed on me due to lack of competition and the monopoly. The only 2 options I have for Internet in my area are:

Comcast

Centurylink (at 2mbps)

As you can see, there is no competition since my phone gets faster speeds than centurylink.

Ticket: # 1246450 - Internet data cap

Date: 10/7/2016 11:00:11 PM

City/State/Zip: Seattle, Washington 98125

Company Complaining About: Comcast

Description

Comcast is implementing a 1TB data cap on my internet access. They are doing this with less than a month of warning. Comcast says that they are doing this out of "fairness," so that people who "use more, pay more." However, if I use much less than the 1TB limit, my bill will never be lower than what I was already paying. These tactics are anti-consumer, and only serve to enrich Comcast at the user's expense.

A 1TB data cap may seem fine today, and Comcast is quick to note that this will only impact 1% of their customers. However, as the internet grows and more devices become "smart," and entertainment continues to grow in size and complexity, that arbitrarily set limit will effect more and more people. Video games grow in size every year, and a huge portion of them are bought digitally. Movies and videos are progressing towards a 4K resolution standard, which are considerably larger than 1080 videos now. We are moving towards a future where refrigerators and thermostats will connect to the internet, likely downloading updates to their software without notice or input from the user. Any data limit, no matter the size, puts all connected technologies and the entire entertainment industry into a corner where they will hesitate to develop and innovate because of these constraints on their customers.

Data caps are not put in place because of a shortage of bandwidth. Comcast is doing this so that they can delay upgrading their infrastructures to meet the growing needs of their customers. These caps go against the spirit of an open internet. In today's world, unimpeded access to the internet is not just a luxury. It is a necessity.

The contract I signed with Comcast says that they will provide me with an internet connection each month, at a speed listed in the contract, for a set price. Our agreement is being altered without my consent. Comcast simply notified me that they were making this change.

Ticket: # 1246425 - Data Caps

Date: 10/7/2016 10:55:34 PM

City/State/Zip: University Place, Washington 98466

Company Complaining About: Comcast

Description

Comcast has implemented data caps on my current plan with no value added. I will be paying more for the same product.

Ticket: # 1246435 - Comcast Internet Data Cap

Date: 10/7/2016 10:56:46 PM

City/State/Zip: Elmwood Park, Illinois 60707

Company Complaining About: Comcast

Description

Starting in Nov Comcast will start with a new 1 TB data cap for all internet users. This is an unfair practice by Comcast. There is no reason to put caps in place. Price of using more data vs someone who doesn't is almost negligible. Comcast is a multi billion dollar company. This is nothing more than a price grab.

Ticket: # 1246439 - Comcast Internet Cap

Date: 10/7/2016 10:57:35 PM

City/State/Zip: Denver, Colorado 80205

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1246464 - Comcast data caps for home internet

Date: 10/7/2016 11:02:58 PM

City/State/Zip: Palmer Lake, Colorado 80133

Company Complaining About: Comcast

Description

On November 1st Colorado will be impacted by Comcast's 1TB data cap. This is not cool. We no longer pay for cable tv and we stream all our stuff. This gives us control over the content our children are exposed to.

[Ticket: # 1246472 - Comcast data caps](#)

Date: 10/7/2016 11:04:22 PM

City/State/Zip: Bellingham, Washington 98226

Company Complaining About: Comcast

Description

Comcast is planning to expand data caps to Washington. Yeah it's 1TB but what's to stop them from lowering it and and charging more.

Ticket: # 1246476 - Comcast Data Cap

Date: 10/7/2016 11:05:26 PM

City/State/Zip: Salt Lake City, Utah 84115

Company Complaining About: Comcast

Description

Comcast indicated they will impose a data cap in my area (<https://customer.xfinity.com/help-and-support/internet/data-usage-find-area>).

There are only two companies that provide internet in my neighborhood, and the alternative can only deliver speeds of 5 Mbps. This means that there is no broadband connection in my area other than Comcast, which gives them a monopoly.

Since I have no alternative for broadband, I ask that you require Comcast to lift the data cap.

Ticket: # 1246479 - Data Caps - Comcast XFINITY Houston

Date: 10/7/2016 11:06:09 PM

City/State/Zip: Houston, Texas 77025

Company Complaining About: Comcast

Description

With less than a months notice Comcast decided to implement 1tb datacaps on my internet usage after I already signed a contract. This is outrageous. Data caps are not needed for any reason as it is not due to any sort of bandwidth scarcity. They are extremely anti-competitive as there isn't many other options for internet within the area and they are using that to their advantage. It is simply a way of punishing and using their customers to their advantage so they can recoup losses from all the cord cutters. Most of all this goes completely against the spirit of an OPEN INTERNET.

Ticket: # 1246485 - Comcast service changes

Date: 10/7/2016 11:06:36 PM

City/State/Zip: Modesto, California 95354

Company Complaining About: Comcast

Description

Comcast New data cap business model in California is outrageous.

Lack of consumer choice due to local monopoly

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

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

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

Ticket: # 1246487 - Comcast Data Cap**Date:** 10/7/2016 11:06:54 PM**City/State/Zip:** San Jose, California 95116**Company Complaining About:** Comcast

Description

Recently Comcast has announced that they are going to be rolling a 1TB data cap on most of their customers, and once customers pass the cap they will have their network usage throttled and charged for each 50 GB surpassed. If Comcast is able to do this, what stops any other Internet Service Provider from doing this? The Internet has become such an important aspect of modern life that we cannot allow access to it to be limited at all. I ask that the current administration please take a stance that allows access to the Internet for everyone without any form of data caps.

Ticket: # 1246510 - Comcast Data Cap

Date: 10/7/2016 11:12:00 PM

City/State/Zip: Albuquerque, New Mexico 87102

Company Complaining About: Comcast

Description

The new Comcast data capping at one terabyte is promoting they're already obvious monopoly in my area. The data caps are not necessary, because there is no bandwidth scarcity in my area. These new caps are anti competitive, because there is no other option for internet, they are able to change anything they want without any consequences.

Ticket: # 1246497 - Comcast Data Caps

Date: 10/7/2016 11:09:16 PM

City/State/Zip: Aurora, Colorado 80016

Company Complaining About: Comcast

Description

Comcast recently indicated that they would be implementing a 1 Terabyte per month "data cap" in my area. With the proliferation of internet based commerce, entertainment, and communications, this cap is an obvious money-grab with no basis in reality for existing. Internet data isn't a finite resource (aside from speed) and simply uploading/downloading data won't reduce the quantity available to others.

The internet needs to remain free, fair, and open for Americans to compete with the rest of the world. Caps of this type (regardless of the amount of data) can only serve to stymie competition and place unnecessary roadblocks in the way of American innovation.

Ticket: # 1246500 - Comcast Data Cap

Date: 10/7/2016 11:09:40 PM

City/State/Zip: Edmonds, Washington 98026

Company Complaining About: Comcast

Description

Comcast has decided to implement a data cap of 1TB per month on my internet usage. I have not signed any contract agreeing to this change.

[Ticket: # 1246503 - Comcast implementation of data caps with less than 30 days notice](#)

Date: 10/7/2016 11:10:21 PM

City/State/Zip: Blacksburg, Virginia 24060

Company Complaining About: Comcast

Description

Comcast is implementing data caps in my area effective November 1st This pratice is unfair to consumers because I am already billed for a specific speed tier, bits of data across the bandwidth I already pay for does not cause any significant cost to comcast.

This is a lofty excuse to charge twice for the same service. This limits my ability to obtain media through streaming services at a quality equivalent to comcast's digital cable service. This is a clear manipulation of the market on Comcast's part, because without serious competition of services faster than 50mbps Comcast holds a monopoly on the area for high speed Internet services.

Ticket: # 1246505 - Comcast Data Caps**Date:** 10/7/2016 11:10:40 PM**City/State/Zip:** Albuquerque, New Mexico 87105**Company Complaining About:** Comcast

Description

As a consumer in the modern age, internet is something I need to function normally in society. I use it for recreation, work, and for education. There is no alternative to Comcast internet services that I can reasonably utilize (broadband), and am being forced into data caps on my current internet services when November comes. My stay at home wife and daughter stream netflix all day every day, while I utilize the internet for work purposes such as face-to-face communication very frequently which both utilize large amounts of bandwidth. Updating and downloading videogames through Steam is something that concerns me as I enjoy games in my spare time and games/updates become larger and larger as complexity grows in the industry. I read today that one game can utilize up to 13% of my monthly data cap, which means between Netflix, streaming Netflix/Hulu on multiple devices, utilize face-to-face video streaming, and downloading/updating video games, it is very likely that I will hit this monthly data cap sooner than later, particularly as files continue to grow, incurring unfair charges and being forced to pay more money for the same services due to greedy corporate practices. I say again, there is no broadband alternative in my area, and I do live in a city with a metropolis of around 880,000 people.

I am concerned when my daughter gets older she will have difficulty with technological services stemming from these practices of making internet more expensive while giving you less and less bandwidth. The internet in our country is already lagging behind most other developed countries in all forms (price, speed, usage per time), and this practice will only continue to stifle development and opportunity, doing so disproportionately to individuals/families with less monetary stability.

Thank you for your time.

Ticket: # 1246572 - Comcast of Houston and Data Caps Nationwide

Date: 10/7/2016 11:20:41 PM

City/State/Zip: Houston, Texas 77004

Company Complaining About: Comcast

Description

Data caps intrude on the concept of net neutrality. There is absolutely no reason, other than financial gain, to implement data caps.

Ticket: # 1246517 - Data caps for internet access.

Date: 10/7/2016 11:12:57 PM

City/State/Zip: Galveston, Texas 77551

Company Complaining About: Comcast

Description

I within the last 30 days agreed to a 2 year contract with Comcast. Now with less than 30 days notice they are changing the terms of our agreement to impose a 1tb data cap without any concessions on my contract.

Due to an inter local agreement Comcast is the only high speed internet provider in my area. Because of their change unlimited high speed internet in our area will exceed \$100 a month.

Ticket: # 1246528 - Comcast Internet Data Cap

Date: 10/7/2016 11:15:04 PM

City/State/Zip: Indianapolis, Indiana 46268

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Other services are available but are much slower.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1246540 - Comcast Data Cap

Date: 10/7/2016 11:16:05 PM

City/State/Zip: Mount Clemens, Michigan 48043

Company Complaining About: Comcast

Description

On Nov. 1st 2016 Comcast is imposing a 1 Terabyte Data Cap on my Internet service plan. Currently, my plan is for Unlimited Data and they are changing my contract. I discovered this by happenstance on the internet. I have not been officially notified by Comcast that they will change my service plan.

Data Caps are anti-consumer. Data caps exist as a way to extort money from customers.

I considered internet access a fundamental right and Data Caps infringe on that right.

Ticket: # 1246568 - Comcast Data Cap

Date: 10/7/2016 11:20:23 PM

City/State/Zip: Houston, Texas 77022

Company Complaining About: Comcast

Description

Comcast is limiting the cap for my internet, this was not in the contract i signed and it's bullshit. Data caps are bullshit and should be removed immediatley. Comcast has a stupid monopoly in Houston and i'm really pissed off about this issue.

Ticket: # 1246552 - Comcast is imposing data caps on my internet service at 1TB.

Date: 10/7/2016 11:18:38 PM

City/State/Zip: Houston, Texas 77065

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1246554 - Comcast 1TB Data Cap**Date:** 10/7/2016 11:18:45 PM**City/State/Zip:** South San Francisco, California 94080**Company Complaining About:** Comcast

Description

Next month, Comcast will begin to impose their 1TB Data Cap on more customers. I will be one of these customers and I will be affected. I believe data caps ruin the internet experience and can't sit idle while this happens. Not only is there a data cap, but it is only 1TB as well. My household spends a lot of time on the internet and chances are we are going to blow through that data cap. Chances are, Comcast is banking on that and that's why they are doing it. I want the FCC to know that I am one of many Comcast customers who are going to be affected and are not going to be happy with this, especially if Comcast is the only viable ISP in the area. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for. It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire. I hope this complaint doesn't fall on deaf ears. Thank you

Ticket: # 1259259 - Comcast Data Caps

Date: 10/12/2016 4:25:36 PM

City/State/Zip: Chicago, Illinois 60630

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

Inconsistency:

Comcast is offering service to people who DO have a choice in ISP at much lower rates. Area's that have google fiber or similar services get 10 times the bandwidth for the same price. Where as areas that do not have the competition are stuck with standard Comcast pricing. I was told by a Comcast representative that because they raised their data caps to 1TB from 300GB, that they can charge

more for unlimited bandwidth because fewer people will need it (\$35 before the change in caps, \$50 now). Since when does lower demand for a service mean that they should charge more.

Ticket: # 1246558 - Comcast Data Caps

Date: 10/7/2016 11:18:55 PM

City/State/Zip: South Bend, Indiana 46628

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies.

Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1246564 - Adding Data caps

Date: 10/7/2016 11:20:07 PM

City/State/Zip: Maple Valley, Washington 98038

Company Complaining About: Comcast

Description

Comcast is forcing a data cap on my internet. They are charging me more for less internet already and now they are telling me how much internet I should have access too. I didn't sign up for this plan, it is just going into effect now.

Ticket: # 1246567 - Data Caps being implemented**Date:** 10/7/2016 11:20:16 PM**City/State/Zip:** Salt Lake City, Utah 84106**Company Complaining About:** Comcast

Description

I currently live in Salt Lake City, Utah. A recent announcement from Comcast announcing data caps in my area has left me with a poor taste in my mouth. Where I live my only two choices of internet are Century Link and Comcast, Century Link has poor peering and data caps so I chose Comcast as an alternative, but with the recent inclusion of data caps by them I am stuck without a choice in open internet. The duopoly that I face is common across the country and is killing free and open internet. The United States is one of the lowest ranking 1st world nations in broadband speed, access, and pricing because these duopolies can do whatever they want without fear of consequence since consumers have no choices to go with. If the United States wants to lead the modern world in telecommunications it will have to regulate these companies and force them to provide a higher quality of service and push them to move forward. Implementing data caps is a huge step backwards and should be stopped by the FCC and other legislative efforts.

Ticket: # 1247018 - Comcast 1TB data caps

Date: 10/8/2016 12:56:25 AM

City/State/Zip: Seattle, Washington 98133

Company Complaining About: Comcast

Description

The addition of 1TB data caps, with the "generous" option of paying an extra \$50 a month in order to ensure you are not charged even more (a \$200 overage fee, plus \$10 per 50GB of overage), is nothing more than a shakedown of its customers.

This is particularly egregious because of Comcast's monopoly over the markets in which they have made these changes. No other viable alternatives exist in my area.

With the advent of 4K streaming technology, and the amount of data consumed by the public over their household internet connections, 1TB is woefully out-of-touch with the needs of the current consumer. The "coincidence" that Netflix is now a part of the X1 service is offensive and an obvious money grab from paying customers.

Normal internet usage as of 2016 includes streaming media (Amazon Prime, Hulu, Netflix), working from home via VPN connections and transferring data to and from a workplace, legitimate Bittorrent traffic (used in game updates, Linux ISO distribution, and many, many other examples), heavy web pages consisting of many advertisements, and internet communication vectors such as Skype, Slack, Reddit, Twitter -- too many to name here.

Comcast may be upset with those that are cutting the cord; the pricing tiers of Comcast's offerings are to blame, nothing more. I absolutely refuse to pay for 500 channels full of advertising.

This must end. Now. Comcast has crossed a line with these artificial, arbitrary caps in the markets that are technology centers.

Thank you so much for your time!

Ticket: # 1246580 - Comcast Data Caps

Date: 10/7/2016 11:21:36 PM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: Comcast

Description

It is ridiculous and unfair for comcast to impose a data cap that only serves to line their pockets. With the recently ruling of the internet as a utility, it would be surprising for the FCC to not take issue.

Ticket: # 1246581 - Data Caps with Comcast

Date: 10/7/2016 11:21:45 PM

City/State/Zip: Pasadena, Texas 77505

Company Complaining About: Comcast

Description

Comcast has recently implemented a data cap on their internet service that I did not agree to. Data caps are not consumer friendly and the only reason Comcast can do this is that they essentially hold a monopoly in many areas of the US.

Ticket: # 1246584 - Complaints**Date:** 10/7/2016 11:22:19 PM**City/State/Zip:** Loveland, Colorado 80537**Company Complaining About:** Comcast

Description

To whom it may concern:

I am extremely disappointed in Comcast, my internet service provider. I have numerous issues with the service I receive from Comcast, and the fact I have to use Comcast if I want to be able to utilize the internet. Many of my concerns stem from the fact Comcast essentially has a monopoly in my area which allows them to have complete control over price, distribution, and services offered.

Comcast is the only internet provider in my area who provides a fast enough speed to be considered broadband. Even though Comcast advertises high speeds, I often find my internet speed is slower than it should be. Comcast also provides a spotty internet connection even though I live in a city and not anywhere that could be considered rural or remote.

I have recently been notified through the media (Comcast has not yet notified me) Comcast will be imposing a 1 TB data cap in my area. This is extremely frustrating as data caps serve no purpose except to satisfy the greed of large companies. If the data cap becomes an issue, Comcast will allow me to pay \$50.00 more per month than I currently pay now for the exact same service. Again, Comcast is the only broadband internet option in my area which means I cannot simply give my business to another service provider.

I am already concerned about the price I pay for my internet service, and I am concerned the new price increases and data caps will impede my ability to use the internet how I currently utilize it. I use the internet in my home to work, stream movies and music, shop, stay current with news, and stay connected with friends and family. All of these tasks are important to me, and I want to ensure I am able to continue doing them all in the future. I also worry about families and individuals who need to utilize Comcast internet for work and school who may be unable to continue those tasks due to data caps.

The United States is increasingly becoming controlled by lobbyists to the detriment of many middle and lower class individuals. The internet is a service that needs to be available equally to all people at an affordable rate with quality service.

Thank you for taking the time to read my complaints. I appreciate any actions you can take against Comcast.

Best,

(b) (6)

Ticket: # 1246588 - Comcast Data Caps**Date:** 10/7/2016 11:23:06 PM**City/State/Zip:** Oakland, California 94607**Company Complaining About:** Comcast

Description

Unfortunately, my choices for internet access are extremely limited, especially as someone who can't afford to pay for "top tier" internet, but up until now I have been lucky enough to know that my home wifi is an unlimited resource to be tapped for school, work, and entertainment, saving me dollars and sanity while allowing me, a single mother, to attend college, work, and take care of my little one. There is no way around the fact that, in today's modern world, the internet is more than just a simple tool for chatting with old friends. It is a necessity, and restricting access to a necessity is a dangerous step. Today I received an email from my internet provider, Comcast, telling me that on November 1st (LESS than 30 days from now) data caps would be implemented for all customers in my state, California. This isn't just unfair, it's unjust. I have no other options to choose from, it's Comcast or nothing. We are all expected to pay the same price for a more heavily limited service, a service that should be considered a necessary utility. American internet access is in shambles compared to the rest of the Western world. This is not right and Comcast should not be allowed to restrict such an important piece of American life. This is going to have the greatest impact on the least privileged of our society. This should not be allowed to happen.

Ticket: # 1246589 - Comcast's Data Cap for Land Line

Date: 10/7/2016 11:23:30 PM

City/State/Zip: New Hope, Minnesota 55428

Company Complaining About: Comcast

Description

This is a horrendous idea. Why is this not being stopped? They already charge an arm and a leg for the service. This should not be happening. If you don't understand what I'm talking about, it's the 1 TB data cap that Comcast is implementing Nov. 1st. I worry about my phone's internet, I worry about how much gas and electricity I use. I worry about how much money I have left, now some corporate entity which is a MONOPOLY is holding ransom my data usage. Half of my life is spent online. It's used from everything to answering a small question, Watching a movie, to Playing the best video games. If it's not enough that the ONLY COMPANY that provides a service like this, is comcast for my area (monopoly) now they're basically saying "pay up or lose out". This is a lively hood, and it's now going to cost if I try to live the live I have already been living.

Ticket: # 1246600 - Data cap?

Date: 10/7/2016 11:26:07 PM

City/State/Zip: Lynnwood, Washington 98036

Company Complaining About: Comcast

Description

I heard that you were putting a 1tb data cap on our internet? I live in a house of 3 people, two of which are programmers that regularly will be uploading and downloading code and 3d models for cooperative projects. With that as well as all of our devices auto updating as well as schoolwork and general internet usage, that's a cap that will quickly be reached in a month. I found out about this, not from a comcast announcement or any sort of thing directed at me, but from a friend's post on facebook. I don't feel that this is a fair thing to do, especially since comcast has a veritable monopoly over this area.

Ticket: # 1246635 - Data caps

Date: 10/7/2016 11:32:27 PM

City/State/Zip: Murfreesboro, Tennessee 37128

Company Complaining About: Comcast

Description

The provider has imposed data caps on my service which has caused extra charges multiple times.

Ticket: # 1246619 - Comcast data caps on home internet

Date: 10/7/2016 11:28:55 PM

City/State/Zip: Enumclaw, Washington 98022

Company Complaining About: Comcast

Description

Comcast is implementing data caps on home internet. The caps are an obvious preemptive move to dissuade cord cutters. Where i live comcast is essentially the only viable option for internet and as video quality improves the limits will increase the cost of access to internet or force consumers to pay for tv service as well.

Ticket: # 1246620 - Comcast Data Cap

Date: 10/7/2016 11:29:01 PM

City/State/Zip: San Jose, California 95123

Company Complaining About: Comcast

Description

Comcast's new data caps are anti-consumer and more importantly detrimental to the growth of internet based businesses throughout the country.

Ticket: # 1246634 - Data caps and a monopoly

Date: 10/7/2016 11:32:11 PM

City/State/Zip: Bremerton, Washington 98337-1143

Company Complaining About: Comcast

Description

I am sick and tired of Comcast being the only ISP that doesn't suffer outages in my area therefore being the only service I can go with. They have tied Google's hands with Google Fiber along with yours and congresses help (lobbying). Now they (Comcast) are putting data caps on my internet which is a utility that you (The FCC) are supposed to monitor. What will it take for you to do something about the giant monopoly that is Comcast? Stop them and stop the data caps.

Ticket: # 1246628 - Comcast Terabyte Cap

Date: 10/7/2016 11:30:46 PM

City/State/Zip: Vacaville, California 95687

Company Complaining About: Comcast

Description

Receiving a notice of my unlimited data cap plan changing. I got a promotional deal that they are giving less than a month's notice they are changing. Not just changing a little, they are severely limiting. I use my Internet for everything. Work, gaming, entertainment such as Netflix and other streaming services. They are trying to get extra money for their same poor service by forcing tiers. Without proper competition or regulations they just run rampant.

Ticket: # 1246642 - Comcast Data Cap

Date: 10/7/2016 11:33:05 PM

City/State/Zip: Denver, Colorado 80216

Company Complaining About: Comcast

Description

Comcast is about to enable its 1TB data cap beginning on November 1st. I don't believe that is fair in any way. Why does the data cap hasn't to be applied for everybody else if they state that only 1% of their user base goes above the stated amount of data. I don't think we should all pay for the mistakes of a certain few people. This is unfair and possibly illegal.

Ticket: # 1246643 - Home Internet Data Cap

Date: 10/7/2016 11:33:06 PM

City/State/Zip: Naperville, Illinois 60564

Company Complaining About: Comcast

Description

Comcast has recently introduced a 1 Terabyte data cap to my home internet service. I do not understand why an intangible thing like "data" should be capped and charged for like a commodity such as water or gas. This seems like an unfair system that solely favors the Internet Service Provider in that they can charge more for their service and postpone upgrading their infrastructure when it is completely necessary.

[Ticket: # 1246658 - Internet data cap](#)

Date: 10/7/2016 11:36:02 PM

City/State/Zip: Vancouver, Washington 98686

Company Complaining About: Comcast

Description

Comcast is implementing a data cap in my region and this is a not a value added service but a greedy way to force customers to pay more for the service they were already receiving. This is further compounded by the fact that many areas, including mine, only have Comcast as a choice for high speed internet. I believe this is anti consumer, and anti progress.

Ticket: # 1246659 - Comcast data cap California in 11/16

Date: 10/7/2016 11:36:03 PM

City/State/Zip: Oakland, California 94602

Company Complaining About: Comcast

Description

Comcast will be instituting data caps on all California customers as of Nov 2016.

This is a 1TB cap, after which consumers will be gouged very unreasonable prices for very small amounts of data in excess of the limit. Comcast already has a stranglehold on the broadband market in the Bay Area, bordering on monopoly for high speed broadband. This is a totally unacceptable situation for the high tech leadership zone of the entire world, the Silicon Valley. Please stop this predatory practice and put an end to Comcast's abuses.

Ticket: # 1246671 - Comcast's data caps

Date: 10/7/2016 11:38:04 PM

City/State/Zip: Houston, Texas 77063

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1246672 - Data Cap

Date: 10/7/2016 11:38:08 PM

City/State/Zip: Clovis, California 93611

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1246675 - Comcast Data Caps

Date: 10/7/2016 11:38:26 PM

City/State/Zip: Lake Oswego, Oregon 97034

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Century Link and Frontier only offer 10mb/s service, which is thoroughly unacceptable.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Additionally, there is a clause in the terms of their subscriber agreement that states: "Unless this Agreement or applicable law specifies otherwise, we will give you thirty (30) days prior notice of any significant change to this Agreement." The start date of their new policy is November first. I was notified today, (October 7th). This is not a full 30 days, and thus is not in accordance with their subscriber agreement.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1246830 - Data Caps

Date: 10/8/2016 12:10:55 AM

City/State/Zip: Santa Rosa, California 95405

Company Complaining About: Comcast

Description

Just got an email saying that I will now be imposed with a data capture starting Nov 1. This wasn't in the one year contract that I signed. The only isp in my area that can give above 1 mbps is Comcast, feels like I am forced into a monopoly then getting gouged.

[Ticket: # 1246680 - Data caps](#)

Date: 10/7/2016 11:39:03 PM

City/State/Zip: Newark, California 94560

Company Complaining About: Comcast

Description

Comcast has introduced data caps to almost all of their consumers. This will stifle the free market for companies like Netflix and Hulu. And all internet gaming.

Ticket: # 1246686 - comcast new data caps

Date: 10/7/2016 11:40:09 PM

City/State/Zip: Rocklin, California 95765

Company Complaining About: Comcast

Description

Comcast is imposing new data caps on our connection for arbitrary reasons. Given the lack of competition, it is crazy to limit what should be an open and free connection.

I also have serious concerns about the "in-browser" notifications for approaching the new limits. It is unclear how they are going to be accomplishing this, but it is generally expected to be through packet manipulation. Regardless of the means through which they are accomplishing this, they should in no way be able to manipulate what is displayed by my browser. If this is not illegal already, let's work on that.

1 terabyte is NOT a "massive amount of data" as they claim in their notification email. The claim about "fairness" is a complete joke, it is a clear move to gouge money out of existing customers because they have raised their rates as much as people are willing to put up with.

Ticket: # 1246687 - Data cap

Date: 10/7/2016 11:40:12 PM

City/State/Zip: Pacifica, California 94044

Company Complaining About: Comcast

Description

Comcast is rolling out a data cap of 1tb in my local market next month. There are not enough internet service providers available in my area to have any meaningful competition.

Ticket: # 1246691 - Comcast Data Caps Coming in November.

Date: 10/7/2016 11:41:29 PM

City/State/Zip: Lake Stevens, Washington 98258

Company Complaining About: Comcast

Description

I would like to formally complain about the Terabyte data caps that Comcast will be imposing on me as a customer and Washington resident come November 1, 2016. This cap is a pure and simple money grab to ensure that they can continue to gouge their customers who rely on internet access for their daily lives and work. It should be considered as a utility and not a finite resource that can be used up like water. There is no need to limit the "amount" of internet a household uses. Especially with so many new avenues that rely entirely on the Internet(Netflix, etc.). This is simply a way for them to legitimize the very large costs that they already charge for their service. These rates continue to go up every month without a return on value. It is tantamount to charging more for water in an area that is suffering from a drought. I wish to lodge my formal complaint against this company as there are NO OTHER competitive options within the area I live. It is either pay Comcast and their outrageous rates or go without. This would completely shut down my career as a Business Systems Analyst consultant. This is Un-American and an illegal. Please step in and do something about this travesty.

Sincerely, a forced long time customer of Comcast and Taxpayer,

(b) (6)

Ticket: # 1246693 - Data Caps are not consumer friendly.

Date: 10/7/2016 11:42:11 PM

City/State/Zip: Ypsilanti, Michigan 48198

Company Complaining About: Comcast

Description

Starting November 1st comcast will be spreading data caps throughout the USA for the main reason of greater profits. If there is any other valid reason I would be happy to be informed of it.

As you may not be aware, Data Caps are not a good thing for consumers, they are not advancing America to become something better than it is. All they are doing is pushing america further behind other nations technologically and politically. Because if they impose them without any word from the FCC towards them, then the corporations have already won. Why should we need the government then?

Though I guess since it is jus Comcast it is okay, i can just switch to another provider right? Well that's actually incredibly wrong. Comcast has local monopolies all over the US. I am almost certain monopolies are outlawed in US regulatory code or something, but hey, Comcast should be exempt right? What does the internet matter in todays world? What good has it done for us?

A data cap being imposed hinders common people activities. We use the internet for EVERYTHING. And all of that use uses this unlimited free thing called data that costs nothing to use or create beyond electric bills, unless told that it costs MUCH more be a company. If that is capped, then what do people do? They wont be able to use the internet then. "Oh but you CAN use more, it will just cost you." Yes, exactly, let me manage to survive without food but with an internet connection, or survive with food, but without an internet connection. I am sure one of thos is possible if I A: Drop out of college B: Move 2 hours closer to my bank so that i can walk there and manage my money in person and deposit my pay from my job manually and pay for my rent in cash. C: Give up all of my hobbies and past times that use the internet. Which is all of them. Eventually you get to a point where the internet is everything, and it being restricted and taken from you so that someone can milk every cent they want from it just to fill their pocket, makes you want to step back and think why did it come to this?

Comcast is imposing something that will hinder life today. It will add nothing good to my everyday life, and will add a lot more stress when it comes to bills. I will then have to manage spending of a resource that I have had and always will technically have a unlimited amount of no matter what i did/do. And i will have to manage it, every day of the month.

Please FCC, legislate this into law: "Datacaps are an anticonsumer measure that intends to hinder American economic growth and social wellbeing. " (I didnt even mention the loss of social media connectivity for poor people) "Therefore, in the interests of the American people, under no circumstances, any policy intended to restrict the access of internet connectivity, is to come in effect."

[Ticket: # 1246698 - Comcast data caps](#)

Date: 10/7/2016 11:42:54 PM

City/State/Zip: Clawson, Michigan 48017

Company Complaining About: Comcast

Description

Suddenly data caps are forced upon us? Lol how is this best for the consumer? Make them a utility, Internet prices are crazy, and Comcast has a monopoly, the fact they can force there entire consumer base into data is hilarious in your inability to regulate them. That's for nothing?

Ticket: # 1246701 - Comcast/Xfinity Data Cap

Date: 10/7/2016 11:43:13 PM

City/State/Zip: Houston, Texas 77429

Company Complaining About: Comcast

Description

Comcast has began imposing a 1 TB data cap in my city. I know, 1TB seems like a lot, and it is for most people, but its unfair. They're monopolizing areas where they know they have the fastest speeds. Now you have to pay a premium not only for having 25+Mbps internet in my area, you now also have to pay more if you want more bandwidth. Would you buy a car that had a limit of 100 miles per day, just because they manufacture claims that 99% of people don't go more then that in a day? In this day in age internet is a requirement for mostly everything in education to entertainment. Comcast knows this, they're purposely doing this to squeeze more money out of consumers pockets. Would you pay for something that you already had for free? Comcast claims that 99% of users won't go out side the data cap, and if that was true, why would they impose a data cap then? Because they want money.

Ticket: # 1246717 - Comcast Data Caps**Date:** 10/7/2016 11:46:06 PM**City/State/Zip:** Portland, Oregon 97202**Company Complaining About:** Comcast

Description

Starting November 1st, Comcast has announced that it will impose a data cap on all customers in my state. I have no option but Comcast for internet due to their local monopoly in my immediate area. As a result, I'm now being forced to pay more money for the same service I had. It's well known that data caps on wired home internet serve no purpose other than for the company to make more money. Comcast's abysmal customer service and pricing policies already make them the worst company in America, a position they've held for years. And now they plan to take more money out of the pockets of Americans like myself while offering nothing extra in return.

Restrictions like data caps make it more expensive for me to do my job and enjoy myself. Comcast is unjustified in imposing these policies. I ask the FCC to please consider ways to prevent Comcast from causing further damage, such as classifying Internet as a public utility, breaking Comcast's monopolies in areas where it has one such as mine, or even just declaring data caps to be illegal like they should be.

Ticket: # 1246726 - Comcast Data Cap

Date: 10/7/2016 11:47:48 PM

City/State/Zip: Lehi, Utah 84043

Company Complaining About: Comcast

Description

It's bad enough that I literally can not choose another service as they have somehow managed to make it so they are the only option, but now they want to impose a data cap? That's not fair.

Ticket: # 1246728 - Unfair data cap

Date: 10/7/2016 11:47:55 PM

City/State/Zip: Salt Lake City, Utah 84101

Company Complaining About: Comcast

Description

Comcast has notified me that I will be having a data cap imposed on my account. I find this very unfair as I will now have to pay attention to how much data my two roommates and I use as college students. Unfortunately I do not have any other ISP options and will have to limit other services that I pay for like Netflix, Hulu, and multiple gaming services in order to prioritize traffic for purely educational purposes

Ticket: # 1246729 - Comcast enforcing data caps

Date: 10/7/2016 11:48:01 PM

City/State/Zip: Lake Oswego, Oregon 97035

Company Complaining About: Comcast

Description

Not only has my bill almost doubled, I now get half the speed that I originally had. That was of course when Google Fiber was still going to be coming to the Portland Area. Almost as soon as Google Fiber pulled out, up the price, down the speed and now data caps. There is a serious lack of consumer choice due to local monopoly and we are lagging behind the rest of the world in broadband availability and cost to consumers. Internet is not a luxury. It is a utility and a basic necessity for life in todays day and age. The internet is so important for children to participate in school and for everyday people to participate in the modern economy and putting caps, no matter how high is arbitrary, unnecessary and downright wrong. This is not a "value-added" service. It's the same service I have always paid for, and now I being forced to pay more for it.

Ticket: # 1246736 - Comcast Data Cap

Date: 10/7/2016 11:48:59 PM

City/State/Zip: Houston, Texas 77064

Company Complaining About: Comcast

Description

I am very upset that a data cap is being implemented by Comcast in my area. It is unfair that I am being limited and charged extra for an already poor service. In America we have the worst broadband access, we have the worst speeds while paying the most for Internet access. Comcast is trying to limit our access to information. Comcast is trying to charge us more for the information we are entitled to. There is no other competitive service in my area, please help the consumers.

Ticket: # 1246750 - Comcast and data caps on tax payer funded infrastructure...

Date: 10/7/2016 11:51:26 PM

City/State/Zip: Lake Oswego, Oregon 97035

Company Complaining About: Comcast

Description

First of all everyone saying that 1 tb should be more than enough can shut it. This is the equivalent to you cell phone carrier saying ok everyone gets 100 text messages a month. After that we will throttle you and it will take 10 min for your messages to go through. Doesn't matter how much data a customer uses. They paid for a service and should get that service without throttling and all that crap. This is just greed at its finest. Same with cellular providers doing data caps for cell phone plans trying to play it off like the cell towers will explode if everyone had no data cap. These companies are the scum of the earth in my opinion. They put nothing back into the infrastructure that they make their money off and then want to keep charging more and more for the same service. At this point Internet isn't even a privilege it should be a right as there are many things you used to be able to do over the phone or in person but now only have the option to do online. Comcast sucks ass and I wouldn't piss on the higher ups if they were on fire on the side of the road. Would just loop back around with some stuff to make smores and sing campfire songs.

The thing that pisses me off the most about this is that the infrastructure used by Comcast and other service providers was largely funded by tax dollars. They have no right to put the squeeze on us now.

Ticket: # 1246760 - Comcast imposing data caps

Date: 10/7/2016 11:53:40 PM

City/State/Zip: Clackamas, Oregon 97015

Company Complaining About: Comcast

Description

Being a resident of oregon, and one who will be affected by comcasts 1tb data cap, i believe it is unethical to restrict the use of a service i am paying for - especially in a context where no equivalent service exists in my area. As a consumer of 4k content and a video professional, i use extremely high amounts of bandwidth, and a limitation on this is a hindrance where no other option exists. Data caps control the content a user consumes and is not right in this age of technology.

Ticket: # 1246761 - Comcast data caps

Date: 10/7/2016 11:53:42 PM

City/State/Zip: Oakland Township, Michigan 48363

Company Complaining About: Comcast

Description

Hi,

I recently got an email from Comcast that they will be enacting a 1TB data cap per month. This is for no reason other than getting money from cord-cutters because they've run monopolistic services for over a decade now, and people are finally catching on that they aren't interesting in competing with the best product possible.

As you know, digital information is not a limited resource. If you move a gallon of water over a pipe, you have 1 less gallon from where you took it from. If you move a gigabyte of information over a cable, you still have all the information where it came from. With digital services becoming a larger and larger part of daily lives, data caps are unacceptable. Comcast is almost definitely taking the first steps at limiting internet access to people who don't hand over more money in the future.

With increased video quality year after year, larger file sizes all around, etc. many customers will be on a fast-track to hitting the monthly limit. My family already averages over the amount, and this will increase our bill an extra \$20+ per month for no change in service whatsoever. I have no doubt in my mind that next year it will be an extra \$30, then \$40, and up to \$50 extra per month for no change in service. It's down the path of closing out the internet behind paywalls that Comcast will surely have cracks in for certain services that won't count against the limit.

Thanks

Ticket: # 1246767 - Comcast 1TB Data Caps

Date: 10/7/2016 11:55:52 PM

City/State/Zip: Woodinville, Washington 98072

Company Complaining About: Comcast

Description

Beginning November 2016, Comcast will begin imposing 1TB data caps on users in my home state of Washington. They claim this action will not affect 99% of their users. If that's the case, why do it at all? The answer: a new way to charge for a "service" that solves a problem they have themselves created.

Comcast claims that data limits positively impact the reliability and usability of the Internet, but there is no technical reason behind this. If this data cap policy was truly to limit the amount of Internet "going through the pipes", then they would treat it as a hard cap, instead of charging exorbitant amounts of money for going over their arbitrary cap.

This is anti-net-neutrality and anti-consumer. Comcast has a monopoly on Internet service in my locale and until I have another option I will be stuck with their archaic, maligned, and dishonest business practices.

Ticket: # 1246772 - comcast data caps

Date: 10/7/2016 11:56:28 PM

City/State/Zip: Cambridge, Massachusetts 02138

Company Complaining About: Comcast

Description

data caps are wrong

Ticket: # 1246777 - Comcast data caps rollout

Date: 10/7/2016 11:57:14 PM

City/State/Zip: Lake Forest Park, Washington 98155

Company Complaining About: Comcast

Description

I received an email today telling me that my account was going to be subject to a 1 TB data cap. typically I don't use one full terabyte in a month however in the email an estimate of roughly 80% of a terabyte per month is my family's average. The automatic fee of \$200 per month for going over 1 TB makes for a very risky and dangerous data Ceiling. I already pay exorbitant fees for Comcast fastest available consumer broadband, and they are trying to grift me my family and my neighbors out of what could amount to more than \$2400 a year. It's my believe this data plan flies in the face of net neutrality and fair and open Internet as a utility.

Ticket: # 1246793 - Comcast's Monopoly and Data Caps

Date: 10/8/2016 12:02:40 AM

City/State/Zip: Newcastle, Washington 98056

Company Complaining About: Comcast

Description

Comcast's imposition of data caps is both technologically and economically unnecessary. This is a clear abuse of a monopoly that is long overdue for a breakup -- in my area, Comcast is the only cable provider. It is appalling the FCC is sitting idly while this happens. Allowing Comcast to continue down this path is stifling innovation and keeping us years behind other developed nations.

Ticket: # 1246783 - Data Caps

Date: 10/7/2016 11:59:08 PM

City/State/Zip: St. Paul, Minnesota 55114

Company Complaining About: Comcast

Description

In Minnesota, starting November 1st, Comcast plans to institute data caps for usage of its internet. Since, for many customers, Comcast is one of, if not the only option for internet, these caps are nearly unavoidable. These caps will limit my ability to utilize a service that I already pay for, which is already not performing up to the standards that it should be. Caps will throttle newer technologies, like 4k video, due to the large amount of data required to utilize such technologies. Comcast's continue anti-competitive behavior also serves to make these caps nearly unavoidable for a majority of the population.

Ticket: # 1246785 - Comcast Internet Data Cap

Date: 10/8/2016 12:00:10 AM

City/State/Zip: Aurora, Colorado 80011

Company Complaining About: Comcast

Description

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

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

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

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

Ticket: # 1246804 - Comcast's anti consumer data caps are a result of a nationwide monopoly

Date: 10/8/2016 12:06:48 AM

City/State/Zip: Highlands Ranch, Colorado 80130

Company Complaining About: Comcast

Description

With Comcast's recent 1TB enforced data cap on previously unlimited connections (the new limit is removable for a \$50 which was picked out of nowhere) they have asserted that they have absolute control and for consumers to continue to enjoy the advancing technology of the world people who live in areas where Comcast is the only option for modern internet (dial up or Comcast is a very real situation for many people) they will end up being forced to pay Comcast's arbitrary tax born not out of necessity but pure and simple greed in order to continue to use the service that many millions of people depend on for school, work, or further education and training to further themselves in their field. Comcast's monopoly allows them to practice these horrible anti consumer behaviors because there are often no other "usable" providers in the area. I say usable here because, yes, you can get dial up everywhere in the country however this level of speed is the same that many grew up with back when the every website was designed to be light and the ever popular video streaming wasn't even remotely possible.

Ticket: # 1246812 - Comcast Data Caps Utah

Date: 10/8/2016 12:07:49 AM

City/State/Zip: Kaysville, Utah 84037

Company Complaining About: Comcast

Description

Comcast Data Caps are arbitrary, have no technical purpose, and only cause damage to content provider competition as the limit removes the real possibility of high quality digital content streaming for a reasonable price. It forces consumers to use Comcast as their content provider instead of cheaper and/or better alternatives. My city in particular is already limited to two Internet Service Providers, Comcast and CenturyLink's 19MB/768k service, and neither are inexpensive or of the quality available where more competition (e.g. Google Fiber, TCT West, or similar) is available. Comcast is abusing their position as a gateway to the internet by demanding extra payment for better access in what amounts to simple extortion.

Ticket: # 1246813 - Comcast data caps

Date: 10/8/2016 12:07:55 AM

City/State/Zip: Denver, Colorado 80224

Company Complaining About: Comcast

Description

Data caps should be disallowed by the FCC. The rates of internet are not being controlled and yet they are a regulated utility. The government extended this courtesy to wait and see how the internet companies would act. During this time they have become further monopolistic and have begun to show that they plan to extract every dime from customers. Furthermore they also engage in activities that disproportionately affect their competitors by exempting their service.

Ticket: # 1246829 - Data Caps**Date:** 10/8/2016 12:10:45 AM**City/State/Zip:** Novato, California 94945**Company Complaining About:** Comcast

Description

Comcast appears to be implementing a 1TB data cap on us, and I find this a reprehensible money-grab from a monopoly. Someone else wrote the following, but I agree with every word, so include it below. Thanks for looking out for us!

It is unfortunate to begin with that the only useful internet service in my area is Comcast.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1246834 - Comcast data caps

Date: 10/8/2016 12:11:22 AM

City/State/Zip: Castle Rock, Colorado 80104

Company Complaining About: Comcast

Description

I live in Colorado, and I just read that Comcast will be imposing data caps for home internet here.

I don't have any choice in my internet provider, and I've seen multiple reports, such as this one <https://consumerist.com/2016/06/03/another-broadband-ceo-admits-data-caps-have-nothing-to-do-with-capacity/> , that suggest data caps are just to increase profits.

Please crack down on this, or allow other competitors to put them in their place.

Ticket: # 1246835 - Comcast Data Caps

Date: 10/8/2016 12:11:33 AM

City/State/Zip: Issaquah, Washington 98027

Company Complaining About: Comcast

Description

Comcast is the only reliable internet service provider in my area with speeds exceeding 25mb. The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has unlimited and the contract that was signed with them did not mention data caps.

The FCC required Charter Communications to not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies.

Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1246843 - Comcast Data Caps**Date:** 10/8/2016 12:12:19 AM**City/State/Zip:** Fife, Washington 98424**Company Complaining About:** Comcast

Description

Starting November 1st, Comcast will be instituting data caps on their internet connections. This cap is being set at 1 TB. While they say that the majority of their users do not come close to this number, I do not believe that they have taken into account the future prevalence of 4k streaming, or the fact that Video game makers are starting to make their product as a download as opposed to a physical disc that you purchase. Most video games now run 80+ GB per download. Not to mention the amount of data transferred just during game play.

If Comcast wants to charge like a utility shouldn't they be regulated like a utility?

How can we be sure that they are accurately measuring data usage? They have had issues in the past that have caused them to pull wrong usage data.

Ticket: # 1246846 - Comcast data cap

Date: 10/8/2016 12:12:23 AM

City/State/Zip: Tacoma, Washington 98445

Company Complaining About: Comcast

Description

Comcast is about to set a 1TB data cap here where i live (Washington). I believe that is wrong and there should not be a data cap on the internet. I'm already paying a high price enough and having a data cap imposed would make the price go higher in my bills.

Ticket: # 1246847 - New Comcast internet data cap

Date: 10/8/2016 12:12:24 AM

City/State/Zip: Fort Collins, Colorado 80524

Company Complaining About: Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

(b) (6)

[Ticket: # 1246859 - Complaint on the Monopolistic and anti-competitive practice of comcast data cap that has been recently announced.](#)

Date: 10/8/2016 12:14:29 AM

City/State/Zip: Fort Collins, Colorado 80521

Company Complaining About: Comcast

Description

I am writing this to address the blatant anti-competiveness that comcast is causing by installing data caps in home internet markets. Comcast is introducing these caps, which have no technical backing as needed, as a method to edge out online media companies and small businesses. Comcast is one of the largest media companies in America, yet they get the right to choose that their services do not have to count against the data caps that they are imposing, creating a 2nd class internet. They are blatantly taking advantage of their market monopolies to install cash cow systems and prevent other businesses from operating freely.

Ticket: # 1246876 - Comcast introducing caps in Washington state

Date: 10/8/2016 12:17:52 AM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

Hi,

Comcast is the only useful internet provider in my area. They are initiating data caps here. I feel that this is not done in the customer's best interests. This I feel is the equivalent of charging someone for watching too much tv or driving too much. Please follow up on this.

Thanks

(b) (6)

Ticket: # 1246868 - Comcast's Change in data cap policy

Date: 10/8/2016 12:16:34 AM

City/State/Zip: Sacramento, California 95817

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1246873 - Recent change to my Comcast Xfinity account

Date: 10/8/2016 12:17:30 AM

City/State/Zip: San Francisco, California 94115

Company Complaining About: Comcast

Description

Hello,

First off I would like to thank the FCC for all the great work they have done recently in regards to net neutrality. I seriously believe the FCC plays an extremely important role in this country and has the ability to help consumers access information like never before seen in history.

Recently I received an e-mail from Comcast Xfinity notifying me there would be a new terabyte internet data usage cap to be imposed on my account very soon. My issues with this change are as follows:

- This allows them to potentially create services which don't count towards my data usage amount which goes against the primary principle of net neutrality.
- They claim one terabyte is a massive amount of data. This simply isn't true. I work on computer networks on a daily basis and it is very easy for a household to consume that much data in one month. There should be no data caps at all.
- As a consumer I don't have many other choices due to a local monopoly. This policy is anti-competitive and hurts innovation. Consumer tax dollars went towards laying the infrastructure and now they are trying to limit consumer use or charge exorbitant fees.
- They want to charge me more for the same exact service I have been receiving for the last five years for absolutely no reason other than to make more profit. It has been revealed by executives within the company the data caps aren't for "network congestion" reasons but more for profit.

Thank you for taking the time to read this. I appreciate your efforts in helping with these matters.

Ticket: # 1246875 - Data Caps Imposed Without Choice

Date: 10/8/2016 12:17:51 AM

City/State/Zip: Houston, Texas 77008

Company Complaining About: Comcast

Description

Comcast has chosen to implement a data cap on my service with less than 30 day notice. The only other internet option is AT&T which also has a data cap. There is a significant lack of competition for internet in my area and now I am being forced into data caps without any choice in the matter. Data caps are unnecessary and deter innovation and usage. This behavior along with the excessive price from lack have competition continues to place America behind the rest of the world on internet capability. Please use my complaint to remove these unnecessary restrictions, including data caps and lack of competition in my region.

Ticket: # 1246878 - Comcast data caps

Date: 10/8/2016 12:19:36 AM

City/State/Zip: Seattle, Washington 98125

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Century Link only offers 10mb/s service.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies.

Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1246886 - Comcast data caps

Date: 10/8/2016 12:21:45 AM

City/State/Zip: Howell, Michigan 48843

Company Complaining About: Comcast

Description

Comcast is implementing 1TB data caps on my service. Data transmission inherently does not cost anything.

I received an email from Comcast stating this intent to implement data caps.

Ticket: # 1246898 - Terabyte data cap

Date: 10/8/2016 12:23:43 AM

City/State/Zip: Ypsilanti, Michigan 48197

Company Complaining About: Comcast

Description

I pay for 90MBPS internet and when Comcast puts an artificial data cap just to get more money it's anti-competition. There are no other internet providers in my area that are able to deliver the speeds I need for video uploads/downloads and server hosting but now I'll have to pay an additional \$50 a month to keep a service I already have.

Ticket: # 1246899 - Data caps from Comcast

Date: 10/8/2016 12:23:44 AM

City/State/Zip: Minneapolis, Minnesota 55414

Company Complaining About: Comcast

Description

They are adding data caps to customers because they simply have so much control over the market that enough of their customers have no choice but to deal with the money grab of data caps. It's unfair to the consumer that they have so much control over the market to the point where they can manipulate it to this level. It's disgusting.

Ticket: # 1246904 - Comcast internet data caps

Date: 10/8/2016 12:25:26 AM

City/State/Zip: Oakland, California 94606

Company Complaining About: Comcast

Description

I am currently a Comcast broadband customer. Comcast have recently announced that they are expanding their data caps to additional markets, including California.

In my specific region (Oakland), Comcast is currently the only provider offering internet services with speeds over 40Mbps. AT&T offers 40Mbps DSL, but also includes a data cap at 1TB, the same as Comcast. Sonic offers 40Mbps DSL with no cap. This is an unusually high amount of competition for US broadband markets: most areas are limited to a one cable and one DSL provider. Nevertheless, while I do have more options than most US broadband consumers, my options are still limited to either a plan with caps or a plan with lower speeds than I currently have access to.

Broadband is provisioned to handle upstream/downstream traffic rates, and is already priced based on the maximum bandwidth available to a subscriber at a point in time. There is no technical limit on the amount of data that can be transmitted through broadband networks--if I download 50MB on Tuesday, it is not the case that some other customer would not be able to then download 50MB on Wednesday. As such, the addition of caps on top of speed limits is solely an effort by Comcast to extract additional profits from consumers, knowing that they operate in a market with very limited competition.

Comcast indicates that they will provide consumers the ability to monitor their data usage through their account management page. However, when I view this page, Comcast indicates they are not able to provide this data. Furthermore, evidence from markets where Comcast have already imposed caps indicates that even if this data is provided, it is not necessarily accurate:

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

While I currently have the ability to monitor my data usage using my own network equipment, many consumers do not. Standard network equipment provided by Comcast does not include the ability to monitor data usage locally, and consumers must rely on Comcast's remote monitoring, even if it is not necessarily accurate or available at all. Comcast's own monitoring is currently done without regulatory oversight to ensure that it is accurate, and consumers have little recourse if they are billed based on inaccurate monitoring: even if they have the capability to monitor their own usage locally, Comcast will not accept any figures other than their own/refuse to admit the possibility that they may have not taken accurate measurements.

Lastly, the addition of caps stifles the proliferation of new services that make use of large amounts of bandwidth, including but not limited to internet video streaming services. Comcast has a vested anticompetitive interest in discouraging consumers from utilizing internet streaming services, as they are also a provider of cable TV services and their own internet streaming services, which will likely be exempt from the cap. Capping data usage and/or exempting specific services from caps limits competition to existing players who can negotiate agreements with Comcast. The decision as to how

internet bandwidth is used should reside with consumers, not internet service providers. Placing this decision in the hands of service providers is a threat to the open internet and arguably a violation of network neutrality.

Ticket: # 1246920 - Imposition of Data Cap

Date: 10/8/2016 12:29:26 AM

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

Company Complaining About: Comcast

Description

I find the imposition of a data cap on my service to be totally unacceptable. Comcast is unwilling to invest in its infrastructure (much of which was originally funded by taxpayers), so it is instead imposing this restriction to protect its profit margins at the expense of consumers. Additionally, this policy prevents streaming services from competing with Comcast's own offerings.

Ticket: # 1246924 - Comcast Data Caps**Date:** 10/8/2016 12:30:30 AM**City/State/Zip:** San Francisco, California 94109**Company Complaining About:** Comcast

Description

Recently, using its power position in the market, Comcast has decided to alter the terms of my internet service to require data caps of 1 TB per month. I am still required to pay the same price I have been paying and receive no concession for this "altered" internet service deal. Not only that, but I have no recourse in turning to the competition because there is none (at reasonably high internet speeds). Comcast now will charge more to receive the same internet service I had before the change (on top of the money that I already pay for internet and very cable). That's a ridiculous increase, and out of reach for the everyday consumer.

Comcast has very easily supported current consumer usage without the need for data caps.

Suddenly, it has determined to charge for extra data in order to fight off internet-based TV competition such as Netflix and Amazon Prime because it is hemorrhaging TV customers to them due to its already-poor business practices. These data caps are a move to try and strangle consumers who want to stream HD videos from Netflix, Amazon, and others in order to break free from Comcast's TV service, which can easily put an individual over the monthly 1 TB data caps. It seems these anti-consumer practices are the only way it can retain its customer base and/or grab back the money it was losing from "cable-cutters".

The FCC has allowed this Oligopoly internet provider system to go on too long and needs to fully declare broadband internet as a utility so that Comcast's unreasonable pricing practices can be called into question. The FCC is supposed to be a representative for the American people against monopolistic business practices. Comcast's blatant anti-consumer, one-sided, and money-grabbing actions show that it has no fear of recourse from its helpless consumer base or from any Government oversight agency. This needs to change. FCC, please do something to stop this practice of Data Caps and ultimately, please move to break-up the power of these regional monopolies by declaring internet service as a public utility. Thank you.

Ticket: # 1246925 - Comcast's continued implementation of data caps.

Date: 10/8/2016 12:30:30 AM

City/State/Zip: Vero Beach, Florida 32960

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast. AT&T offers service is limited to a small portion of the city, of which I am currently not a resident in, and for extremely limited bandwidth.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1246929 - Comcast imposing data caps on their customers.

Date: 10/8/2016 12:32:52 AM

City/State/Zip: Indianapolis, Indiana 46221

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1246930 - Suddenlink monopolistic data caps

Date: 10/8/2016 12:32:59 AM

City/State/Zip: Bryan, Texas 77803

Company Complaining About: Sudden Link

Description

In my area, there are limited options for internet access. Suddenlink seems to unfairly take advantage of this fact to impose data cap and packaging rate structures. Because they know we, the consumers, have no other viable option, Suddenlink imposes data caps at cheaper internet plans, and price their services to overwhelmingly favor their TV services as well, rather than promote competition with other providers such as Sling, Hulu, etc. While this may be their choice as a company, we the consumers have no choice. It is unfair and predatory pricing and data cap enforcement, and this is not acceptable behavior for a basic 21st century utility in a world leading country like America

Ticket: # 1246940 - Comcast Imposing Data Cap**Date:** 10/8/2016 12:35:31 AM**City/State/Zip:** Houston, Texas 77070**Company Complaining About:** Comcast

Description

My provider, Comcast, is compelling a Data Usage cap on my service that is not proved out by the technology or any improvements to the service. Unfortunately, my area only have 2 providers - the market has totally failed me and everyone in my neighborhood. These steps to provide remarkably worse service is highly anti-consumer, and a way to boost their already impressive profits (I hear they make 97% margin) without provide any real improvements to my data rate, reliability, or customer service.

This is particularly important for me as well: I work in the technology industry, specifically enterprise storage. My career, and the future of the industry relies on cheap access to high speed internet with no limitations. Data Caps do not solve network congestion nor work to mitigate it - peak times will still exist - thus my service will still be slow during those periods. With a major local internet provider imposing such a restriction, I fear that this will start to be the end of the real promise of cloud storage and cloud computing. Those functions are very data-hungry applications and represent the future of mobile and home connectivity, and present a real opportunity for engineers like myself to innovate and design solutions that enable higher quality of service and superior reliability. A Data Cap introduces fear into consumers, an uncertainty that will push them away from these emerging markets at the pivotal when they can grow and provide a new quantum leap in the way we view our relationship to technology. This is bad for everyone - consumers, researchers, engineers, and the numerous thousands of jobs their industry creates in the areas where they operate. Only 1 organization profits from this - the internet provider itself, which piggy-backs on larger networks that impose no restrictions.

This should not stand. The internet is just as important to my business as the electricity to my house, yet I pay far more for my internet than I do for my other utilities combined. These anti-consumer, anti-technology practices harm me both as a customer of the company and as a young engineer who is trying to build the new world. Internet service for consumer and business use should be considered a public utility, regulated to provide the greatest utility to enable these new technologies. If electricity companies did the analogous steps 60 years ago, the emerging technologies of the 1950's and 1960's would be squashed due to their power-hungry nature.

I implore you as a customer of these anti-consumer companies and as an engineer whose future relies on cheap access to large amounts of data, please take some action to rebuke Comcast and others like them.

[Ticket: # 1246953 - Comcast 1TB data cap](#)

Date: 10/8/2016 12:38:35 AM

City/State/Zip: Puyallup, Washington 98372

Company Complaining About: Comcast

Description

Comcast has just imposed a data cap of 1TB. This is unacceptable. With streaming services becoming the norm, along with ultra HD 4K resolution, it won't take long for them to make huge profits from this data cap.

Ticket: # 1246943 - Comcast is imposing a data cap**Date:** 10/8/2016 12:37:09 AM**City/State/Zip:** Palo Alto, California 94306**Company Complaining About:** Comcast

Description

Comcast is imposing a data cap starting November 1st. They're marketing it as if it's a revolutionary new plan, but all it is is a thinly-veiled excuse to charge more for the same level of service. There is absolutely no reason for there to be a data cap. It's not as if it suddenly becomes unprofitable if I download one too many video games to my Steam account. The terabyte cap exists only to milk more money from consumers, and quite frankly, it's disgusting and insulting.

Many areas where they are implementing this plan do not have internet service provider alternatives. This is truly anti-consumer. Soon, ISPs in other areas will see that Comcast "got away with it" and will quickly stoop to their level.

Furthermore, the infrastructure which Comcast uses was funded largely by tax dollars. They are using a network infrastructure which they didn't pay for to make more money by imposing an arbitrary data limit which shouldn't exist in the first place.

I'm a research student, and I sometimes need to upload and download over a terabyte of data a month. Now I'm all of a sudden going to be charged a fee. There's no ground to charge a heavy user, because it's not as if I'm using up some finite supply of internet. Being a heavy internet user doesn't put some palpable strain on the network. The notion that we should be charged an exorbitant fee or receive throttled service is ludicrous. According to the FCC's page on Open Internet, "The FCC's Open Internet rules protect and maintain open, uninhibited access to legal online content without broadband Internet access providers being allowed to block, impair, or establish fast/slow lanes to lawful content." This is exactly what Comcast is currently doing.

Ticket: # 1246950 - Comcast and them imposing data caps.

Date: 10/8/2016 12:37:58 AM

City/State/Zip: Battle Ground, Washington 98604

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Century Link only offers 1mb/s service.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies.

Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Lack of consumer choice due to local monopoly

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

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

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

Ticket: # 1246985 - Comcast Data Caps

Date: 10/8/2016 12:46:15 AM

City/State/Zip: Montesano, Washington 98563

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

While on the surface it may seem that this is enough for anyone, it is anti-competitive, anti-consumer, anti-innovation, and I don't think it should be permitted.

Anti-competitive

Comcast offers various internet service such as video streaming while not counting their own services against this imposed data cap. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput.

Competitors in the same space as comcast (such as Netflix, Hulu, Amazon Instant VIdео, Showtime, HBO Now, YouTube, and many others, and this is only in the video streaming industry) have their content counted towards the user's data cap. These companies already pay large sums of money to support their upload bandwidths, and in many cases pay Comcast additionally fees to allow them to colocate. Since user's uploads and downloads are counted towards their data cap, Comcast is essentially charging twice for the same data.

We are already starting to see anticompetitive behavior in the marketplace with companies ignoring net neutrality. An example is Tmobile, where certain content, from companies they have picked, do not count towards your mobile data usage. Controlling the pricing for internet traffic based on where the traffic is from allows ISPs to control which companies succeed and which fail. With more competition and more ISPs available to the general public this may not happen. Unfortunately though, for the immediate future, we must live with the reality that the vast majority of the US have little or no choice when it comes to their ISP. New ISPs that attempt to enter the marketplace, such as Google Fiber, often face many uphill battles as companies such as Comcast and AT&T attempt to roadblock their progress with legal suits.

Anti-innovative

As we enter a more connected world people should be motivated to design and build a future that takes advantage of our infrastructure. Artificially limiting the available infrastructure limits that available space in which to innovate. Despite the snail's pace of advancement in networking infrastructure in the US, services such as streaming videos, remote desktop, and video calling would not be possible for the wider public on the infrastructure we had 20 years ago. Imagine what advancements may be possible in the next 20 years if we support improved and open networks instead of allowing companies with borderline monopolies to artificially limit the flow of traffic.

Additionally, techniques for limiting network congestion are deprioritized in order to work around these data caps as lower network congestion does not affect the user's end price. Solutions such as peer-to-peer networks and caching do not affect the user's price as users are still paying for the amount of data input and output from their homes, regardless of how far the data had to travel.

Anti-Consumer

Data caps needlessly punish customers who depend on an internet connection for their jobs. As the world becomes more connected, more people are attempting to make a living using online services. Large companies today such as Amazon, Google, and Apple all started in small personal garages.

Artificial data caps such as these limit the possibilities of what is available for adventures entrepreneurs.

In addition to entrepreneurs, the quality of life for many is being improved as more business and opportunities allow for the benefit of working from home, either part-time or permanently as part of their job. A freelance video editor or security consultant who works from home will be severely hindered in their ability to do their job

There is absolutely no reason why these need to be implemented, and sets a very poor precedent for other ISPs. Given the profit margins Comcast has for their internet services, as well as their record of lack of infrastructure investment, improvement, or expansion, I do not trust that the money Comcast will be taking in from their new data cap program will meaningfully benefit their customers.

Ticket: # 1246974 - Comcast Data Caps

Date: 10/8/2016 12:43:01 AM

City/State/Zip: Castle Rock, Colorado 80104

Company Complaining About: Comcast

Description

Hello,

I am writing to file a formal complaint against the business practices being implemented by Comcast. Starting on November 1st, Comcast is implementing a data cap of 1 terabyte on their customers in several new markets after testing this practice recently. I believe that this data cap is a ridiculous overreach of their power and service, as it is an arbitrary and unnecessary cap to implement. Nothing is causing this change to be necessary other than Comcast's greed and future potential for charging customers more for data. I wholeheartedly oppose this data cap and ask that Comcast be held accountable to these business practices that have no basis.

Ticket: # 1246977 - Data cap plan coming to WA

Date: 10/8/2016 12:43:44 AM

City/State/Zip: Mount Vernon, Washington 98273

Company Complaining About: Comcast

Description

This is a very tech-centric area in Washington state and Comcast is bringing new data caps to their plans. This will effectively kill home streaming services, audio technicians without access to fiber, and heavy game users in rural areas without less restrictive competitors.

This all after XFINITY clearly violated Net Neutrality multiple times, in multiple ways, and just paid out a lawsuit in the very same state for deceptive practices and consumer fraud.

Ticket: # 1247004 - Data Caps and Lack of Competition

Date: 10/8/2016 12:52:43 AM

City/State/Zip: Minneapolis, Minnesota 55418

Company Complaining About: Comcast

Description

At my residence there is only Comcast and Centurylink and they aren't even comparable. If I want any semblance of fast internet I must use Comcast who continually lobbys against competition. Now they are moving to charge users with data caps like cellular carriers.

If I could pick up my house I would move to a more competitive location that has actual broadband service like US Internet, Google Fiber, or municipal fiber that doesn't gouge there user's wallets for monetary gain of shareholders.

Ticket: # 1247014 - Comcast data caps

Date: 10/8/2016 12:55:15 AM

City/State/Zip: Beaverton, Oregon 97006

Company Complaining About: Comcast

Description

A data cap should be illegal! It is absolutely horrid that comcast in oregon should be allowed to force a data cap on me on the internet, an unlimited supply. This monopoly needs to be stopped as their profits continue to sky rocket.

Ticket: # 1247143 - Comcast Data Caps

Date: 10/8/2016 1:29:56 AM

City/State/Zip: Englewood, Colorado 80110

Company Complaining About: Comcast

Description

Comcast has now extended data caps to Colorado. This is not OK. It is blatant profiteering. They are doing nothing more than saying that they will make more money, and then enforcing it through contract. With no other choice we are forced to accept their price gouging to gain access to the internet.

Ticket: # 1247037 - Comcast data caps

Date: 10/8/2016 1:03:01 AM

City/State/Zip: Vancouver, Washington 98661

Company Complaining About: Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information. Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

(b) (6)

Ticket: # 1247038 - Comcast data caps

Date: 10/8/2016 1:03:05 AM

City/State/Zip: Puyallup, Washington 98374

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Century Link only offers 25mbs service, which is unacceptable since I work from home and live with 4 grown adults.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

I use this service for work, school, hobbies and communication, Implementing caps like this is like tell the four adults in my house that we can only use 20 gallons of water a month. They are trying to tell us that it's in any way helpful to us as consumers - who do they think they are fooling? There is no benefit to this at all. They are literally just hiking prices because we have no other options at this point.

Ticket: # 1247047 - Comcast/xfinity

Date: 10/8/2016 1:05:10 AM

City/State/Zip: Citrus Heights, California 95621

Company Complaining About: Comcast

Description

Dear Sir or Madam, I have internet only service from Comcast in the Sacramento area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrairily low and the implementation of only metering signals not originating from Comcast as a "preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 1247074 - Comcast granted monopoly, now legally making service worse instead of better

Date: 10/8/2016 1:15:27 AM

City/State/Zip: Oakland, California 94609

Company Complaining About: Comcast

Description

Dear Sir or Madam,

In the United States of America, we have a free market that allows businesses to compete with one another. This is a fundamental principle of our wonderful country and improves our quality of life by decreasing service costs and increasing quality. Offer customers the best you can, or lose to another business who will.

Unfortunately, when companies are granted monopolistic rights (especially government-granted monopolistic rights), all incentives to improve service go away. In fact, companies sometimes opt to make their service worse simply because there are no viable alternatives for customers to choose.

Comcast is the epitome of a monopoly that is using it's powers to decrease the quality and increase the cost of service of what has become a necessity in the modern era - high speed internet access at home. I have been an avid user of the internet for 20 years, and never has there been any restriction on the amount of data I can consume...until now. How is it that as network technologies continue to improve 10x year over year, Comcast must reduce the quality of it's offering by enforcing data caps? The only rational explanation is that because customers have no other options, they can do what they like.

As a technology professional, I can tell you that "network congestion" should not be a problem for a company like Comcast. Yes, more people stream Netflix and Amazon Video, but switching, routing, and other networking technologies have more than kept up with the increased utilization of bandwidth by Comcast customers (both the quality of this technology, and of course the cost).

The United States is behind the times when it comes to offering high speed internet to citizens. We must either allow competition (multiple cable internet providers) in every locale, or force private companies such as Comcast to comply with the most basic rules of service cost and quality, as we do for other utilities.

In conclusion, Comcast is breaking the law by using it's monopolistic power to negatively impact customers by enforcing data caps, and the FCC must do something about it.

Sincerely,

(b)

Ticket: # 1247052 - Comcast Data Cap**Date:** 10/8/2016 1:06:13 AM**City/State/Zip:** Colorado Springs, Colorado 80922**Company Complaining About:** Comcast

Description

Dear Sir or Madam, I have internet and television service from Comcast in the Colorado Springs area. Comcast has instituted a 1TB per month data cap where going over that cap results in fines. Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have six members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low as higher quality streams are becoming available and make sense to use on modern televisions.

Ticket: # 1247055 - Data caps and no alternative services

Date: 10/8/2016 1:08:56 AM

City/State/Zip: Houston, Texas 77007

Company Complaining About: Comcast

Description

The new data cap being implemented by Comcast in my city is extremely frustrating. They claim I don't use enough to go over in an average month, but I recently purchased a 4K TV and got rid of cable with the intent of streaming 4K content. Because of these new caps, I can't actually do this anymore, despite being on a service plan with high enough speeds to do so easily. Offering an internet speed that can easily exceed a data cap after less than half a pay period with moderate usage is insane and seems intentionally done to create additional usage fees. In other instances I would find a new service provider, but AT&T is the only other high speed provider that services my house, and they also have data caps with nearly identical limits and fees for exceeding them. To me, that sounds like collusion.

Ticket: # 1247103 - Data Caps

Date: 10/8/2016 1:23:53 AM

City/State/Zip: Dallastown, Pennsylvania 17313

Company Complaining About: Comcast

Description

Comcast announced they will soon be creating data caps for their Internet service. The Internet is not a resource that is non renewable. This is unacceptable and these greedy ISP's need to be stopped.

Ticket: # 1247064 - Comcast data caps

Date: 10/8/2016 1:11:15 AM

City/State/Zip: Vallejo, California 94590

Company Complaining About: Comcast

Description

Dear Sir or Madam, I have internet only service from Comcast in the bay area. Comcast has instituted a 1TB per month data cap where each additional 50GB is charged at a rate of \$10 and on top of that a "\$200 overage charge limit - no matter how much data is used". It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 1TB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 1247070 - Data Caps - Comcast**Date:** 10/8/2016 1:14:33 AM**City/State/Zip:** Beaverton, Oregon 97006**Company Complaining About:** Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Ticket: # 1247083 - Comcast Data Caps**Date:** 10/8/2016 1:17:58 AM**City/State/Zip:** Glenwood Springs, Colorado 81601**Company Complaining About:** Comcast

Description

Comcast intends to implement data caps for my state starting November 1. This is exploitative behavior from a company that has a monopoly on broadband internet in my area. There was no data usage cap when I signed up for internet service. This is another tactic to extract more money from consumers by an anticompetitive company. As a work-from-home individual who enjoys streaming video and gaming when not working my household uses significant data and we are likely to be affected by these caps. Please do not let this monopolistic action trap US consumers behind the rest of the modern world in terms of interconnected digital communication. We already pay far more for data access than most first world countries. Comcast should not be allowed to leverage greed to the detriment of US data consumers. Please classify broadband internet providers as common carriers and protect US consumers in this increasingly digitally-connected world.

[Ticket: # 1247085 - Data caps comcast](#)

Date: 10/8/2016 1:18:20 AM

City/State/Zip: Manassas, Virginia 20109

Company Complaining About: Comcast

Description

Data caps on home internet is unconstitutional.

Ticket: # 1247089 - Comcast's unfair data cap system**Date:** 10/8/2016 1:19:07 AM**City/State/Zip:** Concord, California 94521**Company Complaining About:** Comcast

Description

Recently, I learned about Comcast's plan to roll out data caps in more areas, including my state, California. I believe this is unfair to consumers for a number of reasons. To begin, in many areas, such as the Bay Area, Comcast is often the only choice in the area, essentially creating a monopoly and discouraging competition. Also, the United States is far behind other countries, such as those in Europe, in broadband availability and cost. Many areas in Europe have much faster internet that costs much less than the internet in the United States. I believe that this can be changed by preventing monopolies imposed by ISPs such as Comcast. Also, as a high school student, internet access at home is very important to me, as more school assignments require internet access to complete. Imposing data caps unfairly punish those who rely on the internet as their form of income, such as Youtube content creators, livestreamers, and eBay sellers. Finally, I believe that data caps by ISPs are not a "value added" service. Data caps give the same service that consumers pay for already, except for the fact that consumers are forced to pay more for it. In conclusion, data caps are nothing but a money grab by ISPs and should not be allowed by the FCC. Home internet should be regarded as a basic human right, and should not be limited by data caps and unfair price increases.

Ticket: # 1247091 - comcast data cap

Date: 10/8/2016 1:19:22 AM

City/State/Zip: Portland, Oregon 97230

Company Complaining About: Comcast

Description

I am a customer that comcast claims is only 1% I use 1042gigs a month, over the cap they have just imposed, this data caps cause the following.

Lack of consumer choice due to local monopoly

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

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

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

Ticket: # 1247094 - Comcast data caps

Date: 10/8/2016 1:20:56 AM

City/State/Zip: Seattle, Washington 98109

Company Complaining About: Comcast

Description

I'm worried that Comcast data caps inhibit my rights to free speech, and that they are able to change the terms of my agreement in the middle of my contract. I have many months under contract and worry that this is a bit and switch.

Ticket: # 1247097 - Net Neutrality

Date: 10/8/2016 1:21:22 AM

City/State/Zip: Fircrest, Washington 98466

Company Complaining About: Comcast

Description

data caps are bs

[Ticket: # 1247098 - Comcast data caps](#)

Date: 10/8/2016 1:21:42 AM

City/State/Zip: Spokane, Washington 99205

Company Complaining About: Comcast

Description

Comcast's planned data cap rollout is ridiculous, overcharging customers who have little option for service by alternative companies.

Ticket: # 1247099 - Comcast data caps

Date: 10/8/2016 1:21:47 AM

City/State/Zip: Centennial, Colorado 80111

Company Complaining About: Comcast

Description

Comcast's decision to assign data caps carte blanche across all tiers of its service do nothing for network stability and represent a punishment back on the consumer for daring to utilize the service that they pay for. While it may be true that a large number of customers will not run afoul of their cap, the customers that do approach or surpass Comcast's arbitrary limit do so merely because they have the capacity and wherewithal to engage in largely lawful and reasonable activities that do not constitute an undue burden on the service provider, network infrastructure public or private, nor on any other customer nearby or far away. By Comcast executives' own admission, the only goal and intention of assignment and enforcement of data caps is a way to extract additional sums of money from customers who have no competitive service provider selection in their area.

Ticket: # 1247104 - Comcast data cap

Date: 10/8/2016 1:24:04 AM

City/State/Zip: Bremerton, Washington 98312

Company Complaining About: Comcast

Description

Comcast informed me that I will now have to stay under a data cap to keep my current internet price or face exhorbent prices for overages. How is this legal since the service I signed up for was 50mb/s internet for \$70 per month. There was no mention of this in my contract. If I wanted to cancel or change my service in the middle of my contract Comcast would charge me extra fees. So again I ask how is this monopoly allowed to get away with this? It should at least be implemented when your contract is up with them so that you at least have the option of canceling without incurring additional fees.

Ticket: # 1247108 - Comcast data caps will discourage tech adoption

Date: 10/8/2016 1:25:00 AM

City/State/Zip: Anon, Alabama 12345

Company Complaining About: Comcast

Description

Comcast data caps benefit none of society - only Comcast.

4K adoption and beyond will be slowed because the increased video resolution will require much more data each month.

Anti-competitive behaviors should be obvious with respect to Comcast's own video services being exempt from the data caps. People who want to drop TV service for Netflix are being punished.

Data caps should not be allowed and will harm many aspects of society only for the sole benefit of Comcast.

Ticket: # 1247111 - Comcast Data Caps

Date: 10/8/2016 1:25:16 AM

City/State/Zip: Libertyville, Illinois 60048

Company Complaining About: Comcast

Description

The move by Comcast to begin enforcing 1 TB data caps is absolutely a disgrace and an insult to Americans. Other 1st world countries are offered faster speeds and NO CAP than what is offered by Comcast. This is clearly a scam to extort UNETHICAL FEES from customers who go over the cap. This is not necessary for Comcast to do to make a profit. They plan on making billions of dollars in FEES. Please take action against this before other ISPs follow.

Thank you,

(b) (6)

U.S. Citizen

Ticket: # 1247113 - Data caps

Date: 10/8/2016 1:25:20 AM

City/State/Zip: Mckees Rocks, Pennsylvania 15136

Company Complaining About: Comcast

Description

Comcast is imposing data caps on internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

The internet should really be classified as a utility already. Especially since it has become so engrained in our everyday lives. Please reclassify the Internet as a utility; for the sale of our future. These company's have already shown time and time again that they put profits over consumers. That needs to end.

Ticket: # 1247117 - Comcast data caps.

Date: 10/8/2016 1:25:41 AM

City/State/Zip: West Bountiful, Utah 84087

Company Complaining About: Comcast

Description

Signed up for what I believed was unlimited internet with Comcast now they are saying that they will be imposing a data cap on my plan. They are the only high speed internet available in my area so now I'm stuck with them being a monopoly and getting to do whatever they want and charge whatever they want.

Ticket: # 1247278 - Comcast Data Caps and local monopoly.

Date: 10/8/2016 2:02:27 AM

City/State/Zip: Houston, Texas 77095

Company Complaining About: Comcast

Description

Comcast has implemented a data cap that I have not signed up for and is anti-competitive and purely for profit. There local monopoly has eliminated competition and they consistently put consumers last.

Ticket: # 1247118 - Comcast data caps

Date: 10/8/2016 1:25:45 AM

City/State/Zip: San Jose, California 95125

Company Complaining About: Comcast

Description

Comcast is about to introduce a data cap on our existing high speed broadband connection.

Comcast is the only provider of high speed broadband in my area, they effectively have a monopoly. Broadband connections are the highways of the modern economy infrastructure, and with this change Comcast is closing down half of the lanes. Constricting general economic growth for their own gain. Restricting internet access like this for an entire population makes the U.S. fall behind the rest of the world.

They say that only 1% of customers currently exceed the 1TB limit, but given the rate at which broadband usage is growing, that is bound to increase significantly in the months and years to come.

A cap like this also limits the types services that can launch. Data intensive services like high resolution video streaming would not be viable without a data deal between Comcast and the Streaming Company. Bringing an end to the Open Internet and Net Neutrality. What makes this even more troubling is that Comcast is in the business of Cable TV. They are exploiting their broadband monopoly to prevent competitors in the TV provider domain.

This restriction does not add any value, it is the same service I've always paid for, and now I'm being forced to pay more for it. Me and millions of other Americans don't have an alternative.

Ticket: # 1247124 - Comcast data cap

Date: 10/8/2016 1:26:21 AM

City/State/Zip: Burnsville, Minnesota 55337

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Century Link only offers 10mb/s service.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1247125 - Comcast Data Caps

Date: 10/8/2016 1:26:25 AM

City/State/Zip: Castro Valley, California 94546

Company Complaining About: Comcast

Description

Comcast added 1 Terabyte data cap on my internet service. This is a ridiculous violation of my internet service agreement. Internet should be an unlimited utility.

Ticket: # 1247135 - Comcast data caps

Date: 10/8/2016 1:28:05 AM

City/State/Zip: Burnsville, Minnesota 55337

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Century Link only offers 10mb/s service.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

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It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1247139 - Comcast Data Caps**Date:** 10/8/2016 1:29:21 AM**City/State/Zip:** Seattle, Washington 98103**Company Complaining About:** Comcast

Description

Comcast is implementing data caps in Washington state for broadband internet. For an additional fee nearly the same cost as the service, I would be allowed to go past the data cap (essentially making me pay nearly double for the same service I had before). Locally, they've had a significant hand in blocking fiber expansion in Seattle and creating a near monopoly by being the only useful "competition" available in many areas of the city.

As internet is now a necessity for many people --including myself-- for communication, work, and education, data caps (no matter how seemingly "generous") impose a unfair and unreasonable constraint on a service that should be considered a utility and regulated as such.

Ticket: # 1247141 - Comcast Data Cap

Date: 10/8/2016 1:29:42 AM

City/State/Zip: Lake Stevens, Washington 98258

Company Complaining About: Comcast

Description

Data caps are an archaic thought in an ever-evolving age of technology. There is absolutely no valid reason for caps. Bandwidth and data is not a finite resource. There is no associated cost difference of transferring data of any size.

Other countries realize this and invest in infrastructure and policies that benefit the people in both pricing and speed. This creeping infringement on the internet will only hinder advancements to be made.

Comcast will now charge \$50 for the same unlimited service that was just provided, for no honest or defensible/justifiable reason. This cap is also not forward-thinking in the slightest in terms of technology or use, with 4k right around the corner, cloud services utilized more every day, growing families embracing technology (don't forget this cap affects a whole household, not just an individual), online schooling and services embraced more and more, and countless other effects that data caps will have.

According to them, I averaged use of 4% of their proposed data cap over the past 3 months. Would they offer to refund 96% of my internet bill? You can absolutely bet the thought wouldn't cross their minds.

If Comcast is not providing refunds for being under the cap then there is no reason they should be allowed to charge additional when reaching the cap.

The FCC must work to keep the internet open and unrestricted for the American citizens. In this age of technology it is of utmost importance. Of other great importance is reigning in on the monopolistic tactics that Comcast uses. In this day and age, the internet is a life-necessity that we need to protect from such abuse.

Ticket: # 1247148 - Comcast Data Caps**Date:** 10/8/2016 1:30:42 AM**City/State/Zip:** Herriman, Utah 84096**Company Complaining About:** Comcast

Description

I was just informed that Comcast is now implementing a data cap on my internet service. My service, which was uncapped before, now has a 1TB cap on it. I am still paying the exact same amount for this service, and the data cap in no way adds any value to what I am already paying for. As a matter of fact, I now have the possibility of having to pay Comcast more money.

To add to things further, I don't have any other similar options for internet in my area. Comcast owns a monopoly on internet. Sure, I could go with CenturyLink, but they are slow and don't offer near the speeds that I need.

Comcast's prices are already sky high, and them going through and capping people's accounts is nothing more than a money grab. The internet in today's society is completely and totally necessary. Both myself and my wife work from home. Comcast's greed is threatening the way of life we have established here and they are potentially forcing us to pay more for a service that they decided to change by adding no value to us.

I'm honestly completely floored that what they are doing hasn't already been stopped. Why put a cap on the amount of data someone uses? The internet is a commodity, we are already paying high prices to use it through a Company that is well aware they hold a local monopoly. It's unbelievable and it needs to change.

Ticket: # 1247151 - Comcast data caps

Date: 10/8/2016 1:31:11 AM

City/State/Zip: Shoreline, Washington 98155

Company Complaining About: Comcast

Description

Comcast data caps are an unfair and impractical addition. Comcast lags behind the rest of the world in broadband availability and cost to customers. This service is not a "value added" service. It's the same service I'm already paying for but with an increase in cost for no real reason. The internet is an extremely important utility to people now, especially children in school and people that want to participate in our new modern economy. This seems like a way for Comcast to try and unfair combat streaming services that I already pay for. I mean also afraid that comcast is going to go the t-mobile route and offer me unlimited streaming to certain sites or make me pay a premium for faster speeds to use those sites.

Ticket: # 1247156 - Comcast's anti-competitive practices

Date: 10/8/2016 1:31:58 AM

City/State/Zip: Seattle, Washington 98108

Company Complaining About: Comcast

Description

Comcast is putting into place and enforcing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247157 - Comcast Data Caps in Oregon**Date:** 10/8/2016 1:32:01 AM**City/State/Zip:** Portland, Oregon 97205**Company Complaining About:** Comcast

Description

I'm a Comcast customer in Portland Oregon. I have Comcast, not by choice, but simply put they are the only real internet provider in my area. Today Comcast announced that they are starting data Caps of 1TB in my area. My average monthly data using exceeds 1TB, and I'm locked into a two-year contract with them. I don't see how Comcast is allowed to change their plans half way through a contract to move from an unlimited data model to a limited one. Users who exceed this limit are automatically charged \$10 per 50 gigs or are now forced to pay an addition \$50 for unlimited data. Comcast already has a huge monopoly in this country, and this is the latest move to screw customers over who don't have a choice in service.

Ticket: # 1247161 - Comcast data caps**Date:** 10/8/2016 1:32:55 AM**City/State/Zip:** Van Nuys, California 91401**Company Complaining About:** Comcast

Description

Comcast is imposing data caps on internet service at 1TB.

While on the surface it may seem that this is enough for anyone, it is anti-competitive, anti-consumer, anti-innovation, and I don't think it should be permitted.

Anti-competitive

Comcast offers various internet service such as video streaming while not counting their own services against this imposed data cap. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput.

Competitors in the same space as comcast (such as Netflix, Hulu, Amazon Instant VIdео, Showtime, HBO Now, YouTube, and many others, and this is only in the video streaming industry) have their content counted towards the user's data cap. These companies already pay large sums of money to support their upload bandwidths, and in many cases pay Comcast additionally fees to allow them to colocate. Since user's uploads and downloads are counted towards their data cap, Comcast is essentially charging twice for the same data.

We are already starting to see anticompetitive behavior in the marketplace with companies ignoring net neutrality. An example is Tmobile, where certain content, from companies they have picked, do not count towards your mobile data usage. Controlling the pricing for internet traffic based on where the traffic is from allows ISPs to control which companies succeed and which fail. With more competition and more ISPs available to the general public this may not happen. Unfortunately though, for the immediate future, we must live with the reality that the vast majority of the US have little or no choice when it comes to their ISP. New ISPs that attempt to enter the marketplace, such as Google Fiber, often face many uphill battles as companies such as Comcast and AT&T attempt to roadblock their progress with legal suits.

Anti-innovative

As we enter a more connected world people should be motivated to design and build a future that takes advantage of our infrastructure. Artificially limiting the available infrastructure limits that available space in which to innovate. Despite the snail's pace of advancement in networking infrastructure in the US, services such as streaming videos, remote desktop, and video calling would not be possible for the wider public on the infrastructure we had 20 years ago. Imagine what advancements may be possible in the next 20 years if we support improved and open networks instead of allowing companies with borderline monopolies to artificially limit the flow of traffic.

Additionally, techniques for limiting network congestion are deprioritized in order to work around these data caps as lower network congestion does not affect the user's end price. Solutions such as peer-to-peer networks and caching do not affect the user's price as users are still paying for the amount of data input and output from their homes, regardless of how far the data had to travel.

Anti-Consumer

Data caps needlessly punish customers who depend on an internet connection for their jobs. As the world becomes more connected, more people are attempting to make a living using online services. Large companies today such as Amazon, Google, and Apple all started in small personal garages.

Artificial data caps such as these limit the possibilities of what is available for adventures entrepreneurs.

In addition to entrepreneurs, the quality of life for many is being improved as more business and opportunities allow for the benefit of working from home, either part-time or permanently as part of their job. A freelance video editor or security consultant who works from home will be severely hindered in their ability to do their job

There is absolutely no reason why these need to be implemented, and sets a very poor precedent for other ISPs. Given the profit margins Comcast has for their internet services, as well as their record of lack of infrastructure investment, improvement, or expansion, I do not trust that the money Comcast will be taking in from their new data cap program will meaningfully benefit their customers.

The US should be a leader and innovator when it comes to technology. Looking at our current state, and comparing to other countries around the world that have taken the time and energy to properly invest in their networks, the US should be embarrassed that we are taking a step backwards instead of forwards.

Ticket: # 1247168 - Comcast Data Caps (California)**Date:** 10/8/2016 1:33:35 AM**City/State/Zip:** Redwood City, California 94061**Company Complaining About:** Comcast

Description

Comcast's rollout of their 1TB data caps are nothing but an attempt at slowly boiling a frog in the face of net neutrality and it needs to be stopped. There is no comparable competition in the Bay Area (Sonic's speeds aren't even close) and Comcast has been hobbling their internet service for a while.

Beyond that, it is very clear that their strategy is to go in with a cap that the vast majority of people won't hit TODAY, but that will generate massive overages in just a couple years time as innovative technology like 4k video, streaming, VR, higher-resolution photos, etc. become mainstream. They are merely delaying gratification to the future and trying to avoid regulatory oversight.

Do the right thing for consumers and squash this now. Unfettered access to unlimited internet is in large part what has made our economy so strong on the technology front. Don't let Comcast send us back to the cable age.

Ticket: # 1247174 - Internet Data Caps**Date:** 10/8/2016 1:35:37 AM**City/State/Zip:** Ogden, Utah 84404**Company Complaining About:** Comcast

Description

Starting November Comcast will begin charging customers using more than 1terabyte in a month. Today, October 7, I have used around 500 gigs starting the month. There are six people in my household, all is the Internet and stream, download game and so on. This is unnecessary, unrealistic and simply a grab for money. Internet is something basic and does not need a data cap, with Comcast as the only good company in terms of speed of the Internet, their monopoly on the market, while having maybe five other companies offering Internet, all using the infrastructure laid down by a controlling Comcast does not excuse their blatant attempt to extort. This is serious, not a joke.

Ticket: # 1247197 - Comcast data caps

Date: 10/8/2016 1:42:46 AM

City/State/Zip: Eugene, Oregon 97404

Company Complaining About: Comcast

Description

Today I was informed comcast is imposing a 1 TB data limit on my family in the middle of my 12 month contract, offering unlimited for double what we originally agreed to pay each month for the duration of the 12 month contract. Besides this changing my terms of service in the middle of my contract, placing data limitations on my household is anti-competitive as it will clearly restrict our usage of competing services such as those offered by netflix and amazon. We are already averaging right under the 1 TB limitation every month, some months going over, and will quickly continue to increase as we utilize 4k streaming more often.

Placing data caps on an internet service is a clear violation by an ISP that gives it an unfair advantage over it's competitors in the TV market is clearly a breach of the law. Most in my city don't have access to equal competitors so switching to another ISP isn't an option.

Please use your authority granted by title II classification to restrict the use of bandwidth caps, or pay by the GB systems as they are a clear barrier to innovation and competition in the growing internet economy.

Ticket: # 1247206 - Comcast Data Cap

Date: 10/8/2016 1:43:46 AM

City/State/Zip: Naples, Florida 34112

Company Complaining About: Comcast

Description

It as come to my attention that Comcast will be implementing a 1TB inetnet data cap in my area beginning November 1st. Currently I have no data cap so the fact that they are implementing one and then charging an extra \$50 a month for an unlimited plan is ridiculous. Comcast is trying to gain more money from its customers and the fact that they have a monopoly in my area they can do it. Bandwith isnt something that you can put a cap especially if I never had the cap to begin with. Whats next charging you more the longer you watch television?

Ticket: # 1247207 - Comcast data cap

Date: 10/8/2016 1:43:48 AM

City/State/Zip: Minneapolis, Minnesota 55414

Company Complaining About: Comcast

Description

The data cap is garbage. There are so few options for cable and internet providers, yet somehow the largest one is able to cap internet usage - which is a service that can be accessed and used for other services (like Netflix or Hulu) which compete directly with Comcast's cable service. It's not even as if using more data requires Comcast to do anything different. This is a money grab and a conflict of interests.

Ticket: # 1247208 - Recent Data Caps added to Comcast Internet Services**Date:** 10/8/2016 1:43:55 AM**City/State/Zip:** Spokane, Washington 99204**Company Complaining About:** Comcast

Description

Comcast recently added data caps to more states that they service. These data caps give consumers a 1 terabyte limit per month on their internet service. After 1 terabyte is reached a \$10 charge per 50 gigabytes is added to the monthly bill for that month. Once Comcast has infrastructure set up in a region the volume of data has less cost impact than the rate that the data can get to a specific place, similar to water or electricity.

There are a few problems with this, first it sets Comcast up to break net neutrality by allowing them to decide what does and doesn't count against their imposed data cap. They could allow their own services to not charge data, and essentially create a tiered internet service encouraging consumers to use their service instead of a 3rd party service. Technology continues to utilize more bandwidth and data. Where 1 terabyte seemed infinite a few years ago, it has quickly become small when factored against streaming services, big data, and graphics applications. Comcast will essentially decide the fate of new companies that utilize these newer technologies.

Second Comcast doesn't provide a 3rd party non-biased source from which to determine if a customer is going over the data cap. This empowers Comcast to charge unwitting customers more money whether they have gone over their data cap or not. A customer has no non-biased way of determining their data usage. This creates a power dynamic where Comcast has hidden information about the customer that they can then use to extract more money in overage fees. Comcast operates as a broadband monopoly in many regions, and without transparency of data usage, they hold power over the consumer's internet access.

These data caps are bad for consumers, small businesses that operate from home, and for new technology companies. In fact they are only good for Comcast's bottom line.

Ticket: # 1247213 - Comcast data caps

Date: 10/8/2016 1:44:23 AM

City/State/Zip: West Bloomfield, Michigan 48323

Company Complaining About: Comcast

Description

I'm upset to hear that Comcast has announced that they are rolling out data caps to 18 states beginning this November. I feel this does nothing to benefit consumers and simply is an underhanded strategy to overcharge people for a service which in many cases, mine included, users have no choice of competition in the matter. This is in addition to historically and frankly concerning low public opinion and trust, relatively high prices already, poor customer service, and unreliable connections. The thing I find most appalling about this is that Comcast is applying this data cap as people are using the Internet more and more as an entertainment service, and I truly think that Comcast's position as a cable service and Internet service provider are completely in conflict with one another. I believe part of the purpose of this plan is to push more people toward Comcast owned streaming services, with their streaming and cable services both being exempt from data usage, while other more consumer friendly offerings like Netflix, Hulu, Youtube, and countless others are not. This entire model goes against the push for Net Neutrality, and, quite frankly, should be punishable by law against Comcast. While I will not go so far as to cancel my Internet service with Comcast, I feel it is my duty to file a complaint against them to hopefully pool my voice with others in protest against this awful company. Thank you for your time.

Ticket: # 1251772 - Data Cap

Date: 10/10/2016 8:55:44 PM

City/State/Zip: Frankfort, Illinois 60423-1343

Company Complaining About: Comcast

Description

Comcast has arbitrarily imposed a data cap on my home internet connection.

Ticket: # 1247245 - Comcast data cap

Date: 10/8/2016 1:50:01 AM

City/State/Zip: Larkspur, California 94939

Company Complaining About: Comcast

Description

Comcast have introduced a data cap on a service to which I signed a contract for with no forewarning. This totally impacts the way a service is used, and given I use an internet tv provider (playstation vue) rather than buying comcasts cable service I fear they might be more aggressive with their cap amounts, and thus making me pay more for service or force me from choosing my tv provider on the open market.

[Ticket: # 1247246 - Data capping](#)

Date: 10/8/2016 1:50:15 AM

City/State/Zip: Eugene, Oregon 97401

Company Complaining About: Comcast

Description

Based upon the complex that I live in Comcast is the only viable internet service available. With data cap placed upon me as a consumer I'm forced to pay more for a service that was never defined in the terms of service and am left without an option to substitute my service with

Ticket: # 1247250 - Comcast 1TB data cap

Date: 10/8/2016 1:52:10 AM

City/State/Zip: Sacramento, California 95842

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates an environment that online entertainment services like Netflix or Hulu would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions.

This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

What will happen when someone has a great idea but cannot implement it because Comcast has decided how much data is enough?

Ticket: # 1247259 - Comcast data caps

Date: 10/8/2016 1:55:47 AM

City/State/Zip: Hopkins, Minnesota 55343

Company Complaining About: Comcast

Description

Comcast is planning to implement data caps for customers in Minnesota starting November 1st 2016. This is a direct exploitation of their ISP monopolistic market position - they've implemented high speed broadband internet using federal subsidies and now use their unique position to impose non value adding restrictions on customer. In doing so they are trying to control the usage of Internet. In the age when access to the web services is required to get a job, pay utilities, check your kids grades and maintain any kind of economic activity in general. Moreover, Comcast has high interest in the media industry (TV cable) and by imposing data caps they are trying to undermine the position of its direct competitors in that industry such as Netflix. US has been majorly lagging in cost and quality of Internet services even compared to second world countries such as even Russia where the cost of comparable service is 10 times less. I urge FCC to review Comcast's position and actions on the market and take appropriate action to curb the monopolistic tendencies of this company

Ticket: # 1247263 - Unfair Data cap by Comcast's Xfinity internet service**Date:** 10/8/2016 1:56:16 AM**City/State/Zip:** Sunnyvale, California 94087**Company Complaining About:** Comcast

Description

Dear Sir/Mam,

I am a resident of the Sunnyvale, California. My purpose of writing to you is to bring your attention towards a corrupt and unfair Internet Service Provider - Comcast and its Internet Service known as Xfinity. Its hard to ignore the news these days that Comcast is forcing data cap on their internet connection. The initial data cap was a mere 300GB which is even less than an average hard drive's worth of data. These caps were recently increased to 1000GB and Comcast claims that 99% of its users are below this cap and according to the company, it will not affect anything. However, these claims are false and this indeed is going to impact the Tech industry drastically. Please allow me to explain how.

Firstly, its is not hidden from the public that the company operates its Internet Service at exorbitant margins of over 90%, the proof of which can be found in this recent petition which was filed against the TWC and Comcast merger. (<http://newnetworks.com/timewarnercomcastfcccomplaint/>). Now this may not be entirely true and one can question the numbers as well (although the math checks out). Here is another perspective, if 99% of the users are below the data cap, why does Comcast wants to impose a limit? Its not very hard to see that this is just another Kluge to squeeze more money out of its customers in future. The future is 4K video, the cloud based backup solutions like DropBox, Google Drive and more, online education like Coursera and MIT online. That is happening today at a rapid pace and will become mainstream tomorrow. Yes, an average user doesn't use 1 TB of network. But they will, in the very near future. With the unlimited internet, if Comcast is able to take out a nice 90% plus profit, imagine the margin that it would operate on when every single user has to pay \$200 more every month for breaching the data cap. The inflation is still at its border, jobs are not improving by manifold. In such a period, if an average person has to spend 400% more for a Commodity like internet, imagine the burden on economy. There are companies like Facebook, and Microsoft, who are working hard to bring FREE internet to the rest of the world. On the other hand, in our homeland, we just witnessed an event which is bound to set us back by a decade. Cellular Providers like T-Mobile provide free streaming plans because they understand that a regular limited plan just cannot accommodate the bare minimum usage.

I am an engineer in the valley and Internet is my bread and butter. Without it, people are no longer going to use any online backup solutions, cloud services and I and many others like me, who are working day and night to advance technology and make America achieve even greater heights will soon be on streets. It might sound like a dramatic exaggeration but that is what our future looks like.

There is almost zero competition in the market for Comcast which allows them to provide an extremely poor service at such premium price which soon will go beyond a common man's reach. Comcast has turned into a Super Monopoly, and only FCC can put a leash.

Kindly consider evaluating the new terms of service and take action if deemed necessary.

Ticket: # 1247265 - Data cap

Date: 10/8/2016 1:56:34 AM

City/State/Zip: Lake Stevens, Washington 98258

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Frontier only offers 12mb/s service.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies.

Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1247267 - Comcast Data Cap

Date: 10/8/2016 1:57:39 AM

City/State/Zip: Kirkland, Washington 98033

Company Complaining About: Comcast

Description

Comcast is implementing a data cap of 1TB per month in my state of Washington. I'm receiving no benefit or reduced monthly payment with the only difference being that I might pay overage fees. Comcast is marketing this as a way to make things more affordable for the average user, but no savings are being passed on. This is a blatant leveraging of Comcast's regional monopolies and should be rebuked upon.

Ticket: # 1247273 - Comcast Data Caps

Date: 10/8/2016 2:01:24 AM

City/State/Zip: Erie, Colorado 80516

Company Complaining About: Comcast

Description

I am incredibly frustrated at Comcast and their recent implementation of data caps in Colorado and around the nation. They are taking advantage of the lack of competition that THEY lobbied for in our state in 2005 by manipulating our legislature into prohibiting municipal broadband in the State. They have created a monopolistic environment and manipulated their customers and the FCC by working in the data caps gradually and systematically at thresholds that not many people are concerned about right now as they don't affect them yet, but thresholds still low enough that they will come into effect within the next few years as data usage (inevitably) goes up. Please help us, the consumers, by prohibiting data caps. Data is NOT a scarce or limited resource. It is not like electricity or water and does not cost anyone anything additional to transfer. This is an artificial and arbitrary way to weasel more dollars from consumers.

Ticket: # 1247277 - Comcast datacaps are stifling innovation and access to online content

Date: 10/8/2016 2:02:21 AM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

Comcast's new roll out of a 1 TB data cap is going too far.

Soon working remotely, online backup and 4K streaming video content will more than double video bandwidth consumption, and many more customers will be be faced with overages for a vital service. Comcast is already charging customers based on speed tiers. They are attempting to double dip by also charging for how much data customers use each month.

I urge the FCC to discourage Comcast from rolling out arbitrary data caps that will stifle innovation all across the United States.

Ticket: # 1247280 - Comcast Data Caps 11/1

Date: 10/8/2016 2:02:40 AM

City/State/Zip: South Saint Paul, Minnesota 55075

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Century Link only offers 10mb/s service.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies.

Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Lack of consumer choice due to local monopoly

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

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

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

Ticket: # 1247290 - Comcast Data Caps**Date:** 10/8/2016 2:04:51 AM**City/State/Zip:** Portland, Oregon 97217**Company Complaining About:** Comcast

Description

I am lodging a complaint regarding Comcast's implementation of data caps. They are, almost single handedly, strangling the engine of innovation for the sake of making money. We are lagging behind the world in broadband connectivity which will only increase with practices like this. It is not coincidental that Comcast implemented these shortly after Google announced they are abandoning Google fiber. This will only create stagnation for the USA. The only point of the data back is a strong arm technique to force people who use streaming services back to cable, an antiquated system. Additionally, I am concerned that services like Netflix currently count against the data cap while Comcast's own streaming services do not. It is monopoly, banana plantation bullying in the most elemental form.

There is no other high speed internet provider in my area, and many in my situation have no choice but to bow to Comcast and their decisions. In many cases, Comcast has had no competition clauses written into law of local governments, ensuring we would have no choice. The only way this is going to get better is if there is a viable choice (not a non-competition conglomerate) or if the internet is finally regulated like a public utility.

Right now they are saying that 1 terabyte is enough. A few years ago when they tried this, it was 250 gb. So the question I have is if they had implemented 250 gb years ago, would the ceiling be 1 tb now? I doubt it. We would be at the mercy of Comcast who instead of evolving would try to contain progress in a way that they find profitable. That's fine, when you have a choice. With no choice and no options, we will be left behind. Please take action against this.

Ticket: # 1247326 - Data cap

Date: 10/8/2016 2:14:57 AM

City/State/Zip: Spokane, Washington 99208

Company Complaining About: Comcast

Description

Comcast is going to impose data caps on my internet. Because of their monopoly on high speed internet in my area, should not be allowed to impose restrictions on my families ability to access the internet and communications.

Ticket: # 1247294 - Comcast data cap

Date: 10/8/2016 2:05:06 AM

City/State/Zip: Spanaway, Washington 98387

Company Complaining About: Comcast

Description

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1247718 - Data Caps

Date: 10/8/2016 9:35:17 AM

City/State/Zip: Puyallup, Washington 98374

Company Complaining About: Comcast

Description

This new 1TB data cap is nothing but a money grab on consumers and a chance to hurt competing video streaming services.

Ticket: # 1247296 - Comcast Data Cap is Bad For Everyone**Date:** 10/8/2016 2:05:16 AM**City/State/Zip:** Loveland, Colorado 80537**Company Complaining About:** Comcast

Description

The soon to imposed data cap that Comcast is forcing upon their customers is the disgusting money grabbing scheme I have seen. In today's world, where our entire livelihood depends on a solid Internet connection (ie us folks who telecommute, loads videos and graphics for our job) this is incredibly damaging. Comcast is the only provider in my area that offers the speeds required for my job, and this is only a way to squeeze every last penny out of us by charging overage fees for hitting their ridiculous cap. Also, it is destroying the entire point of net neutrality by trying to force us together use only their services (ie their crappy streaming services and outdated cable packages) by not counting their service use against the cap, but of course Netflix and Hulu do. Ridiculous! Internet is a utility, no longer a privilege.

Ticket: # 1247312 - 1TB data cap

Date: 10/8/2016 2:10:25 AM

City/State/Zip: Tacoma, Washington 98445

Company Complaining About: Comcast

Description

Comcast is attempting to initiate a 1TB data cap on the majority of its customers on November 1st 2016. This is just them trying to get back at those that no longer whining to pay for dated television service.

I am a played that this is even occurring in a 1st world country like the USA, Europe is leaps and bounds ahead of us when it comes to ISPs and anti-monopoly laws.

The FCC should be protecting the people of the US from conglomerates like Comcast, not giving them an open door to rake us over the coals.

Please step in and help us.

Ticket: # 1247300 - Comcast data cap

Date: 10/8/2016 2:05:32 AM

City/State/Zip: Gig Harbor, Washington 98332

Company Complaining About: Comcast

Description

Comcast should not institute data caps. This will unfairly penalize my family - my boyfriend works remotely as a software engineer and likes to play streaming PC games, we both use Netflix and Amazon video and TV streams to avoid the cost of cable TV, and Comcast's new policy will jack up our internet bill further. Please stop them!

Ticket: # 1247308 - Data caps

Date: 10/8/2016 2:09:30 AM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB. This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247327 - Comcast data cap

Date: 10/8/2016 2:15:03 AM

City/State/Zip: St. Paul, Minnesota 55107

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247335 - Comcast Data Cap

Date: 10/8/2016 2:16:31 AM

City/State/Zip: Seattle, Washington 98102

Company Complaining About: Comcast

Description

Comcast plans to incorporate a 1TB data cap on all of its users. This is simply unacceptable in at time where the majority of recreation and information is transmitted through the internet. It is simply a scheme to return to Comcast's cable options so that users can spend less of their data streaming media.

Ticket: # 1247336 - Comcast Data Caps

Date: 10/8/2016 2:16:33 AM

City/State/Zip: Seattle, Washington 98107

Company Complaining About: Comcast

Description

I have just received a notification from Comcast in Washington state notifying me that I am now subject to a 1 TB data cap per month. I am extremely concerned about how this will impact long term competition in the market place. I currently own 2 4k TVs and I know that this will impact my ability to stream 4k content as it becomes more prevalent. I work for in HQ for telecommunications company (T-Mobile) so I understand data caps for a wireless internet provider - but there is absolutely no technological basis for this change. As more and more millenials try "cord-cutting" Comcast is trying to wrangle them back in as subscribers. 16k content is no unfeasible over the next 20 years. This needs to stop and I hope that the FCC takes a stand against this monopolistic business practice.

Ticket: # 1247338 - Comcast data caps

Date: 10/8/2016 2:16:46 AM

City/State/Zip: Sandy, Utah 84070

Company Complaining About: Comcast

Description

The fact that Comcast is going to be permitted to initiate data caps on all of their US customers is just ridiculous. The future is only going to require more and more data and Comcast is trying to get their foot in the door early with supposedly generous caps.

This wouldn't be an issue if they had any significant competition in most of the country, but they do not. Internet access has been declared a basic human right by multiple organizations, I happen to agree with that. It needs to be declared a utility and regulated as such. Comcast is trying to strangle the American people and the FCC needs to stop it.

If the FCC doesn't care enough about this to make it stop then I frankly feel like their leadership needs to be replaced from the top down. They need to decide if they work for the interests of the American public or the corporations that are trying to screw us.

Please, please don't let them do this.

Ticket: # 1247339 - Comcast Data Caps

Date: 10/8/2016 2:16:51 AM

City/State/Zip: Minneapolis, Minnesota 55410

Company Complaining About: Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information. Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Ticket: # 1247344 - Comcast data cap

Date: 10/8/2016 2:18:45 AM

City/State/Zip: Vallejo, California 94591

Company Complaining About: Comcast

Description

Comcast is imposing data caps. I feel like it's not fair since I do not have a say so or an option. Comcast is a monopoly that is taking away a service and replacing it with one I didn't sign up for.

[Ticket: # 1247348 - Comcast data caps](#)

Date: 10/8/2016 2:20:42 AM

City/State/Zip: Holland, Michigan 49424

Company Complaining About: Comcast

Description

Comcast data caps on a hardline Internet connection stifles the knowledge that is Wikipedia!

Ticket: # 1247352 - Free Market - Comcast DATA caps.

Date: 10/8/2016 2:22:13 AM

City/State/Zip: Pittsburgh, Pennsylvania 15202

Company Complaining About: Comcast

Description

I am contacting you today to discuss my quarrels with Comcast releasing DATA caps for monthly usage. Now I know my voice will be lost, as countless times your organization has proven to cater to big business and corporate america, rather than the american citizens you are supposed to serve. I still hope my voice dosent fall upon the deaf ears of capitalist greed.

We live in an age where information is crucial, and accessibility to these services are imperative to the improvement and development of our country and its citizens. Manipulating services for no reason other then to increase profit margins across the board is an abuse of power considering the monopoly that you and our government has allowed Comcast to form around our nation.

This system does nothing but overcharge and overprice comparable packages due to lack of competition in an available free market. It hinders lower income families from adequately receiving reliable, consistent service. In what world do these families children only deserve to do their homework the first two weeks of the month, they cant access the internet the last of the month without paying EXCESSIVE fees. In what world do these families not deserve to be able to have access to the information they need, to pay bills, to continue the way of life they've known for over a decade now without paying absorbent amounts for it. Prices go up, we get it, but there is no justification for the massive profit margin increase they will receive under these new regulations, all at the expense of our society. Especially considering that American Tax Payers have awarded Comcast with over 400 Million in Tax subsidies since 2009. Now that weve helped build this company financially, they want us to all pay more for the same services weve already been recieving, infact, they are charging us more for EVEN LESS. This is absurd and unethical that our nation continues its war against poor people by perpetuating higher prices for standard services. This is just another method for big business to take advantage of the working class and extort excessive amounts of money.

The internet in todays day and age is no longer a luxury, and borders on necessity. While I understand these companies are here to make a profit, allowing them to make astronomical profits on the basis of holding one of the most important technologies known to us, hostage, is unacceptable!

Ticket: # 1247357 - Comcast Data Cap**Date:** 10/8/2016 2:24:09 AM**City/State/Zip:** Belen, New Mexico 87002**Company Complaining About:** Comcast

Description

On 10/6 I received an email from Comcast informing me that my internet package would have a data cap of 1TB put in place. When I signed up with them, I specifically asked if there would be a data cap and I was told that there would not be one. My household sometimes uses just over 1TB (1067GB in July, 1024GB is 1TB) as we are all avid Netflix users. Comcast's 'solution' is to offer a 'Unlimited' plan that is an additional \$50 a month, currently that is about half of my current bill! I believe Comcast is trying to drive business away from services like Netflix and Hulu by introducing this data cap, in turn they will push their own TV service on users and create an even bigger monopoly than they already are. This goes against net neutrality rules, customers should be able to choose which sites and services they use without Comcast bearing over them with data caps. I've seen no proof that sites like these cause any kind of network congestion or slowdown, this is simply Comcast trying to squeeze more money out of their customers while stifling the competition. I believe companies should be competitive, not monopolistic.

Ticket: # 1247361 - Implementation of 1TB data cap.

Date: 10/8/2016 2:25:37 AM

City/State/Zip: Carmichael, California 95608

Company Complaining About: Comcast

Description

Comcast is implementing a 1TB data cap in my area, they notified me via email today (10/7/2016). As I have no other choice for high speed internet in my area I am a bit confused how I am supposed to have a choice in this data cap (such as by switching to another high speed provider). As such they did offer there "unlimited data" for an increase of \$50 per month which appears to be price gouging as I have no option but to pay it if I want the unlimited service. I strongly oppose this as it further shows the abuse of Comcast's monopoly on high speed internet in my area. Beyond that this seems like a blatant attack on streaming services as the \$50 for unlimited is close to the price of a basic cable package with comcast.

Ticket: # 1247363 - Comcast Data Caps**Date:** 10/8/2016 2:26:36 AM**City/State/Zip:** Champaign, Illinois 61820**Company Complaining About:** Comcast

Description

Comcast has implemented data caps of 1 TB in my area recently and has taken a step backwards in doing so. Now that this policy has come into effect I have effectively been made to pay more than I was before for the same service due to the fact that I have to either pay extra per 50 GB over the the data cap I go or pay \$50 extra to get the same service I used to having an uncapped option. This would not be a problem if there were some alternative in my area that I could move to but unfortunately the only other service is ATT which is slower but also still data capped. This move by Comcast has no effect except to make them more money by charging the consumer more, this move also moves the US farther back compared to the world when considering internet cost and availability. This is a move that brings no value to the consumer at a time where being connected to the internet is more and more important just for things like banking, finding information, or for going to school. Overall this is a blatant cash grab by Comcast to charge more for less service and it is a blatantly anti consumer move by Comcast.

Ticket: # 1247369 - Comcast Internet data capping.

Date: 10/8/2016 2:34:27 AM

City/State/Zip: Albany, Oregon 97322

Company Complaining About: Comcast

Description

Comcast is rolling out a 1TB data cap to my area(Oregon). They are charging customers more who go over the cap, up to \$200 extra a month.

Ticket: # 1247379 - Comcast and other ISP data caps

Date: 10/8/2016 2:35:29 AM

City/State/Zip: Cheney, Washington 99004

Company Complaining About: Comcast

Description

Comcast is imposing a data cap on their internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed. There are numerous studies that have been done that show that data caps do not relieve the "congestion" that ISPs claim there is, and it is clearly cash grab that should be illegal on a service that has been given a status as a utility. Thank you.

Ticket: # 1247397 - Data Caps

Date: 10/8/2016 2:43:00 AM

City/State/Zip: Independence, Missouri 64052

Company Complaining About: Comcast

Description

Comcast is placing a monthly 1tb data cap restriction on home internet users.

Ticket: # 1253601 - Altering contract to implement data caps

Date: 10/11/2016 4:21:27 PM

City/State/Zip: Denver, Colorado 80211

Company Complaining About: Comcast

Description

I am a long time Comcast customer who has had an internet plan with them for about 8 years now. Recently I dealt with several account issues with Comcast. They unsolicitedly called me offering to lower my total bill by \$20 by signing me up for phone service(which I don't use), I would only need to sign a two year contract. After a couple of months of messed up charges and changes, they have finally gotten it back to saving me about 4 dollars total on my bill each month, but now I have a two year contract. Last week I received an email from Comcast stating that they would be implementing data caps of 1TB in my area and that going over the cap would cost \$50 and an unlimited plan would cost \$50 more a month. I do not think it is fair or legal for Comcast to arbitrarily alter the terms of the contract I signed without prior approval. Also the data cap serves no purpose other than up-charging customers. The point of charging for a certain level of bandwidth is as Comcast says: to make those who demand a certain speed(which dictates how much data they can use in a given time) pay for that level of service. Adding a data cap is simply double dipping by putting an arbitrary cap on the total amount of data you can use, which is the purpose of the bandwidth limit. To demonstrate, I am currently on a 150Mbps non-business plan. If I were to download a file at the maximum capacity of my broadband service, it would only take 14 hours to reach that data cap. Comcast argues that it's just like other utilities who charge more for using more. However utilities are highly regulated and the meters that measure the amount of usage are verified by government agencies on a per house basis. Comcast's meter is internal to the company and not available for 3rd party or government verification. Also the utilities don't limit the capability of the services on a level basis. Your water pressure is not something that you can pay more or less for, your gas isn't limited by an arbitrary cubic feet/min limit. Comcast is already trying to manage bandwidth with these artificial level limits, putting an additional artificial limit that does nothing to prevent bandwidth hogs won't help. I also noticed that Comcast's services are not subject to this data cap. This I feel is a major anti-trust violation and I will also be reporting this to the FTC, but would like to make you aware of it. Thank you for your time.

(b) (6)

Ticket: # 1247411 - Comcast Data Caps

Date: 10/8/2016 2:51:13 AM

City/State/Zip: Pleasanton, California 94566

Company Complaining About: Comcast

Description

It's absurd that I was notified of data caps by Comcast. High speed and unlimited internet is crucial of development of kids, research and equality in society as everything is dependent on internet nowadays.

U.S. is way way behind the world in broadband even though internet charges are higher and now these data caps make things worse.

We need a solution to this bullying. There is little to no completion and Comcast always uses its monopolistic policies to the detriment of the consumers!

Ticket: # 1247412 - Data caps

Date: 10/8/2016 2:51:33 AM

City/State/Zip: Fort Collins, Colorado 80525

Company Complaining About: Comcast

Description

On November 1st Comcast will be implementing a data cap in my area.

Ticket: # 1247415 - Comcast Data Caps

Date: 10/8/2016 2:54:33 AM

City/State/Zip: Berkeley, California 94703

Company Complaining About: Comcast

Description

Cable companies have been allowed to not compete with each other, forming 'duchies' over regions where only one cable company is available. Comcast is the only cable company in my region (the SF Bay Area). If I want internet faster than 50mbits (which I need, as my profession is that of software developer), I have literally zero choice other than Comcast.

Recently, they announced that November 1st all of California (and a bunch of other states) will have a 1TB data cap put in place. 1TB seems like a lot now, but 5 years ago people didnt think we'd be streaming movies over services like Netflix. Internet usage grows, and the high fees we pay to Comcast go to improving the capacity to handle it. But this 1TB restriction now means they are putting a cap on what we can use. Will 4K television suffer because 4K will eat up the TB allotment? Will software developers stop innovating because of the fear that consumers won't adopt new video formats due to worry over data limits?

If we had choice, then competition would sort this out. However, Comcast does not interfere with Cox does not interfere with Charter does not interfere with FIOS. We are stuck with these companies.

However, the biggest danger now is that Comcast will offer their own services without eating in to the data limit, which imposes a de-facto tax on all other video services that compete with them (because if a consumer has a choice between two equal video services but one won't eat in to their data cap, they will choose the one that wont eat their data). This means that Comcast collects fees from me for access, from Netflix for peering, AND the defacto tax from data caps. They are TRIPLE DIPPING on fees for their competitors, and I can't do anything about it as a consumer.

Comcast needs to be stopped. Why the hell are we in a situation where there is zero broadband competition? Are you asleep at the wheel?

Ticket: # 1247421 - Comcast data cap

Date: 10/8/2016 2:56:19 AM

City/State/Zip: Renton, Washington 98058

Company Complaining About: Comcast

Description

Sir or Ma'am,

The proposed and effective data caps imposed by Comcast Corp. effectively strangles a commodity already on the razor edge of monopoly. I submit that this purely revenue driven limiting of what amounts to a privately owned utility be prohibited on all levels, in all markets. Many market areas are unable to choose another provider to try to assuage the grossly offensive and, at best, clandestine tactics Comcast engages in.

The market nationally have repeatedly made it clear that if given another viable option, they would choose another provider. The fact that many have reduced or altogether cancelled their video service for one of the on demand services is indicative enough. If the consumers had another viable option, the market could force Comcast to be more responsive instead of greedy. The FCC should prohibit Comcast from levying data caps, force Comcast to be more transparent on it's policies, and break up Comcast as it is a virtual monopoly and should be considered a public utility.

Thank you

Ticket: # 1247432 - Comcast data caps

Date: 10/8/2016 2:57:51 AM

City/State/Zip: Campbell, California 95008

Company Complaining About: Comcast

Description

Starting on November 1st, my Comcast internet service will be data capped to 1 terabyte per month. This is a gross abuse of Comcast's monopoly. I have very little choice in the matter and despite paying the same price as before, I now get far less service. This is troubling as I use the internet for work and my wife uses it for school, not to mention numerous day to day necessities.

Ticket: # 1249121 - comcast data caps

Date: 10/9/2016 4:28:08 AM

City/State/Zip: Pasadena, Texas 77502

Company Complaining About: Comcast

Description

why is comcast allowed to place data caps on internet plans, charge like a wireless company for data.
when they are not and

Ticket: # 1247436 - Comcast Data Caps Should Be Illegal

Date: 10/8/2016 2:59:24 AM

City/State/Zip: Alamo, California 94507

Company Complaining About: Comcast

Description

I'm angry that my ISP is abusing its monopoly of service in my neighborhood to limit my choices of third party content providers via arbitrary "data caps" for a service that has zero "data cost."

Internet data service is similar to water or power utilities which have to maintain infrastructure to transmit their product. However, unlike those utilities which acquire or generate their product at a cost, Internet data content is created by third parties at zero cost to the ISP. The transmission of Internet data requires infrastructure costs, certainly, but that infrastructure ages and depreciates whether data is transmitted at full rate or not at all. In 20 years, all the switches and wires in use today are likely to be obsolete. They do not age relative to the volume of data transmitted across them. So there is zero cost justification for data caps.

A 1TB monthly data cap, as Comcast plans to implement in November 2016 upon subscribers in California and other states, is equivalent to 3mbps service running 24x7. That's it. We've gone back to 1998 in terms of broadband.

There are simple traffic shaping routines on modern switching equipment that allow many people to fairly share bandwidth on an over-subscribed service. I'm certain Comcast knows how to use these systems or our quality of service would be terrible already during peak hours. The only justification for arbitrary data limits is to create a penalty upon subscribers who wish to download high definition content (video streaming) from competitors of Comcast's content services.

This action warrants immediate revocation of all their municipal contracts so as to allow fair competition of broadband services OR enforce net neutrality laws on Comcast and force them to act as the data transport layer they are instead of the content monopoly they wish to become.

[Ticket: # 1247442 - 1 TB data cap out of nowhere](#)

Date: 10/8/2016 3:01:47 AM

City/State/Zip: Houston, Texas 77036

Company Complaining About: Comcast

Description

My data cap is being limited to 1 TB with less than a month of notice. There is no real competitor in my region (houston, TX) thanks to lobbyists who've made ISPs the monopoly that they are now.

Now that this data is being capped, it is in violation of the net neutrality rules that the FCC has adopted. This is not right, this is not fair, this is unethical, and this does not help the consumer in any way except to empty our wallets even quicker.

Ticket: # 1247452 - Comcast Capped Data Limit

Date: 10/8/2016 3:05:29 AM

City/State/Zip: Orcutt, California 93455

Company Complaining About: Comcast

Description

It is unfortunate to begin with that the only useful internet service in my area is Comcast.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

[Ticket: # 1247445 - Comcast datacaps](#)

Date: 10/8/2016 3:02:10 AM

City/State/Zip: Deer Park, Texas 77536

Company Complaining About: Comcast

Description

Comcast introduced a 1TB data cap.

Ticket: # 1247447 - Unfair application of data cap

Date: 10/8/2016 3:04:14 AM

City/State/Zip: Englewood, Colorado 80113

Company Complaining About: Comcast

Description

On 10/6 I received notice from Comcast that beginning 11/1 a one terabyte limit would be imposed upon my service. Due to limited ISP options in my area and a household requirement for high bandwidth speeds I am forced into using Comcast's Xfinity service.

The email sent by Comcast seemed designed to assure me 1 TB is in fact, and I quote, "a massive amount of data". I believe that Comcast is in fact abusing the limited competition in my area to coerce my household to pay more for our existing level of service.

Furthermore as a household of two software engineers who utilize internet access not only for traditional streaming media but for things like contributing to open source software, off site backups of personal files and media, and telecommuting. Our household can easily consume 1.3TB a month, and this excludes our plans for installing additional smart devices in our home.

Should Comcast be allowed to enact this data cap our household will have to begin utilizing a sneakernet so that our general usage doesn't incur overage fees or pay an additional \$50 a month to obtain the same exact service level we have today.

In conclusion, I am writing this complaint to bring to light the impact the monopolistic nature of Comcast's business practices. I assure you if I had the option to leave Comcast's service I would do so in mere seconds.

Ticket: # 1247449 - Comcast adding data caps while having a monopoly

Date: 10/8/2016 3:04:49 AM

City/State/Zip: Springfield, Oregon 97478

Company Complaining About: Comcast

Description

Comcast is the only provider in the Eugene/Springfield area that offers broadband internet. They have a subsidized monopoly in our region.

They are adding data caps to our service, whereas previously when we signed up for the service we were told there would not be any coming soon. With Comcast being the only broadband provider in our area, we have no ability to respond to these caps effectively, because there is no competitor to offer even close to a matching option. As the users in this residence are heavy streamers, gamers, and also internet workers from home, we will be affected by this cap, and strongarmed by the monopoly into paying EVEN MORE than the ridiculous price we have to pay for average internet service.

Also, in Comcast's Terms of Service that we agreed to upon the start of the service, it explicitly states in the first section that we will receive notice 30 days in advance of any major changes to service. We received a message today (10/8/16) about this change, less than 30 days away from the implementation (11/1/16).

[Ticket: # 1247454 - 1TB data caps from Comcast](#)

Date: 10/8/2016 3:06:14 AM

City/State/Zip: Lone Tree, Colorado 80124

Company Complaining About: Comcast

Description

Comcast is rolling out data caps in Colorado. This is a blatant money grab and holds absolutely no bearing on the cost of providing services.

[Ticket: # 1247457 - Comcast imposing a data cap on broadband internet access after just entering a contract with out a data cap.](#)

Date: 10/8/2016 3:13:14 AM

City/State/Zip: Parker, Colorado 80134

Company Complaining About: Comcast

Description

We had just entered into a contracted rate with Comcast for two years with TV/internet/phone bundled services. Now a few months later they are enforcing a data cap upon us. This is clearly a cash grab as they have had "stable" lines in our area for years. This is also troublesome for a family of four where a large amount of data is used for work and school use. Schools in our area have allowed school work to be completed all online so these caps not only affect our household but many school children who use an online K-12 system or use the public schools online web portal. If Comcast/NBC/Universal was a small company with limited infrastructure in a rural area I could rationalize it. But as one of the largest providers of internet access in the US this is a shakedown of the US consumer. We are frustrated by Comcast's shameless act by breaking their contract with us and impacting our community at large by inhibiting the growth of schools, communication, and yes entertainment by saddling us with unnecessary additional costs and fines.

Ticket: # 1247458 - Data cap in a monopolized and a violation of our user agreement

Date: 10/8/2016 3:13:34 AM

City/State/Zip: Springfield, Oregon 97478

Company Complaining About: Comcast

Description

Comcast just let me know via email that they plan on employing a data cap in my area. I am in an area in which there are NO alternative cable internet providers. Comcast has a monopoly in my area, and it is illegal to apply a data cap when the region is monopolized. I am a taxpayer, so a portion of my paycheck goes to subsidizing telecommunications. This cap is infuriating as a taxpayer and consumer.

ALSO:

In my comcast user agreement (which I have paid bills under), it states that I must receive a minimum of 30 days for changed to my service. I received my notice on 10/8/16 that the changes will be implemented on 11/1/16, so Comcast is violating the user agreement.

Ticket: # 1247484 - Comcast Data Caps

Date: 10/8/2016 3:48:09 AM

City/State/Zip: Houston, Texas 77006

Company Complaining About: Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large files. It's not even rooted in network congestion.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Ticket: # 1247466 - Illegal Comcast Xfinity Data Cap in Oregon

Date: 10/8/2016 3:23:30 AM

City/State/Zip: Corvallis, Oregon 97330

Company Complaining About: Comcast

Description

Comcast Xfinity has recently notified me that they are implementing a 1TB data cap on my internet service. I signed up for unlimited internet service, as is appropriate for a utility.

The implementation of a data cap is regressive and in my view illegal. I would like a formal full and complete investigation of Comcast Xfinity's service practices.

Utilities are supposed to provide a service while only recovering the amount of profit necessary to maintain or improve their services. The collection of excessive profits is illegal for a utility. Excessive profits are currently Comcast Xfinity's primary directive.

Since Comcast Xfinity is not acting as a utility, they should not be allowed to maintain a monopoly on the public cable network in my area. This network has been largely paid for by tax payer dollars and I refuse to believe a private company is allowed to make excessive profits from its use.

Additionally, Comcast Xfinity notes in their contract that I would receive 30 days notice of any service or terms changes before implementation. I received notice of this change on October 7, 2016 for a change to be implemented on November 1, 2016. This is against the terms of their contract.

I will continue to file complaints until the immoral implementation of data caps is undone.

[Ticket: # 1247483 - Comcast data cap](#)

Date: 10/8/2016 3:48:00 AM

City/State/Zip: Renton, Washington 98056

Company Complaining About: Comcast

Description

Comcast is implementing a data cap in my area effective November 1, 2016. They don't even provide GOOD internet, they're just the only available provider. This is blatant defiance of the spirit of Net Neutrality.

Ticket: # 1247486 - Comcast/Xfinity's Data Caps**Date:** 10/8/2016 3:49:29 AM**City/State/Zip:** Kent, Washington 98032**Company Complaining About:** Comcast

Description

Comcast/Xfinity is planning to increase the coverage area of their 1TB per month data caps, which is blatant double dipping and anti-consumer. They have been engaging in anti-consumer behavior for years, and instituting these data caps is just one more way they're trying to force arbitrary limits on their customers to try to scam them out of more and more money. With the increasing sizes of things like video game downloads, video streaming services like Netflix adding higher resolutions, and even things like regular PC backups to cloud storage systems, data caps do nothing but hurt the consumer. Just because 1TB feels like a lot of data to some people now, that doesn't mean it's a reasonable limitation for everyone and it's only going to get less and less reasonable as time goes on.

Ticket: # 1247504 - Comcast data caps

Date: 10/8/2016 4:05:54 AM

City/State/Zip: Everett, Massachusetts 02149

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Years ago, I had internet service for under \$40/month with no caps (non contract or specials), and today for that same service, it was \$70, but now with a data cap. How can this be considered good for the consumer?

Ticket: # 1247505 - Data Caps

Date: 10/8/2016 4:06:05 AM

City/State/Zip: Salem, Oregon 97301

Company Complaining About: Comcast

Description

Comcast has announced data caps coming to my area in November. This is a dangerous precedent and only serves to feed their greed. It discourages advancement in internet speed as no one wants to reach their cap faster. It also is a direct result of a serious lack of competition. Please step in and stop them.

Ticket: # 1247527 - Comcast Data Caps in Albuquerque

Date: 10/8/2016 4:32:28 AM

City/State/Zip: Albuquerque, New Mexico 87105

Company Complaining About: Comcast

Description

Comcast/Xfinity has recently added data caps to their internet service in the Albuquerque area. This practice is purely anti competitive and greedy.

Ticket: # 1247509 - Data cap

Date: 10/8/2016 4:07:43 AM

City/State/Zip: Spokane Valley, Washington 99206

Company Complaining About: Comcast

Description

I have been a comcast xfinity customer for years. I just recieved an email that I no longer have Internet, I now have a data plan, with a cap. That cap is one terabyte. In my house we don't use television service, we stream all our videos, from Netflix, YouTube, Hulu, etc. We also game online everyday, have security equipment on wifi, tablets, phones, and computers that use the internet. In a month we use a terabyte, and if we even go a kilobyte over I will now be forced to pay \$200, on top of my normal bill. Comcast says the only way to get around that is to pay an extra \$50 per month for unlimited "data". I didn't sign up for data. I signed up for Internet. Comcast has a monopoly where I live and I feel trapped. This needs to be addressed! The only reason for this is corporate greed, and I feel pushed into this 100%

Please don't allow Internet companies to do a mandatory data cap. It is unethical and causes unneeded stress. Also, since I paid for my own modem I cannot see where I am at for "data" in a month. Please stop this before it truly catches on.

Ticket: # 1247710 - Comcast Data Cap

Date: 10/8/2016 9:31:19 AM

City/State/Zip: Beaverton, Oregon 97006

Company Complaining About: Comcast

Description

As I predicted, the net neutrality blunder has caused Comcast to apply data caps and alter the contract that I signed up for. I never would even considered using Comcast if I knew they were going to pull this. FIX IT.

Ticket: # 1247512 - Comcast Data Cap in my area.

Date: 10/8/2016 4:08:53 AM

City/State/Zip: Vancouver, Washington 98661

Company Complaining About: Comcast

Description

Every bit of entertainment in my home is through the internet. My whole family uses the Internet for their own uses and some use them 2 to 3 devices at a time. Now I have caps on my data, so we all have to pay more just to use a service that I already pay for? I wasn't allowed to weigh in on this, nobody gave me the option, now I have to pay money anyway to change services should I want to avoid this issue that shouldn't exist. 4k television is a thing now, as well as streaming services being my main source of television/movies/music/books/etc. Now Comcast wants to horn in on services that I have already paid for? It's not the consumers fault that they didn't have a contingency plan in place if they failed at the television market. I shouldn't have to pay extra to pick up the slack of their business model which is now hemorrhaging money. Instead of cutting out their door to door street teams, they are making me pay for information that should be available to me regardless, and they blame it on several different issues including stopping piracy. Their service isn't even top of the line, yet they are putting more stipulations on a service that I only have 2 choices of in my area. Century link or Comcast is a terrible choice pool. It seems they are bullying people into getting television packages so they don't hit their data caps, and if they do hit their data caps they have to pay anyway. Please do something about this! Who else will? I'm tired of being told that were not allowed to have a city utility Internet, like we do electricity, yet we are constantly taken advantage of by the private companies that insist they remain the only option. My family and I deserve what we signed up for, and what we pay for. Not what Comcast is willing to part with as long as their board of directors is happy.

[Ticket: # 1247519 - Comcast data caps](#)

Date: 10/8/2016 4:16:24 AM

City/State/Zip: Fort Collins, Colorado 80521

Company Complaining About: Comcast

Description

Comcast is implementing a 1 TB data cap for all customers in my area. The message says that this will affect "very few people". If this is the case then the data caps do not benefit customers, but are for Comcast to be able to set precedent for limiting and interfering with customers access to the open internet.

Ticket: # 1247520 - Comcast Data Cap & Poor customer service

Date: 10/8/2016 4:19:57 AM

City/State/Zip: Mountain View, California 94043

Company Complaining About: Comcast

Description

I got an e-mail regarding the imposed Data Cap that Comcast was putting into place.

After calling to inquire what was going on, I was transferred around, hung up on, and to even get a legitimate explanation it took nearly an hour on the phone jumping around. By the end of it, I was fuming.

Where I live, Comcast is literally the only choice. ATT is THEORETICALLY a choice, but does not actually function at the moment (dealing with them led me to give up and just use Comcast).

I was told that my household currently "Does not use enough Data to be an issue, but I get two courtesy overages incase I go over"

1TB is not a large amount for my household. Especially with improving streaming technologies.

If I am not a problem customer, then why impose a cap? I'm not interested in watching a bar to avoid going over it, but they are quite literally the ONLY option where I live. That is the definition of a monopoly.

This is just a slippery slope to push toward tiered internet and destroying Net Neutrality. If this step is allowed, they will continue to tighten the strings until "Chord Cutting" is no longer a viable alternative. Instead of being better than their competition, they squeeze them out slowly by making it not even cost effective to compete with them.

The phone companies were broken up for a reason. Microsoft lost it's anti-trust case FOR A REASON. Now all the companies that were broken up are coming back together, and smaller local monopolies are starting to create problems like this.

I want an alternative to Comcast. Google Fiber. AT&T service that actually works (instead of being told that techs will come out and never following through, and then when they do get there they tell you that it doesn't work, they will fix it, then again never follow through).

When Comcast is the best choice, I feel like I am choosing the least disgusting pile of shit. Unfortunately where I am they are the ONLY choice, and there is nothing I can do to drop them as a service (as it is effectively required to even be here). Even then AT&T is implementing a Cap as well.

Sonic (the best competitive option in my region) does not serve my house. I want them to.....

Ticket: # 1247547 - New Comcast data caps

Date: 10/8/2016 5:23:23 AM

City/State/Zip: San Jose, California 95125

Company Complaining About: Comcast

Description

Comcast just rolled out a 1TB data cap in my area. While they claim that the vast majority use less than this per month, it's obvious that they are playing the long game and setting up the constraints by which future media (games, 4k video, etc) will be forced to compete within against Comcast's own exempted services.

Ticket: # 1247545 - Comcast Data Caps

Date: 10/8/2016 5:21:06 AM

City/State/Zip: Sammamish, Washington 98074

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247539 - Comcast data caps

Date: 10/8/2016 5:17:11 AM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

Comcast has emailed me today letting me know they are going to implement data caps in my area. I would have never Signed contract with them if I had known there would be data caps. It's completely ridiculous that they give me less than a months notice and somehow that's ok. Data caps have routinely been proven to be unnecessary so yet again, it's another price gouge for comcast customers.

Ticket: # 1247541 - Comcast rolling out 1TB data cap on November 1st

Date: 10/8/2016 5:18:22 AM

City/State/Zip: Pittsburgh, Pennsylvania 15232

Company Complaining About: Comcast

Description

Comcast is implementing a 1 TB data cap on November first. This practice is extremely anti-consumer and greatly damages the competitive nature of streaming companies. If a consumer were to use their paid-for service 24/7, they would reach the data cap in a matter of days - this type of service denial is unacceptable.

Ticket: # 1247548 - Comcast

Date: 10/8/2016 5:24:08 AM

City/State/Zip: San Francisco, California 94102

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1247554 - Comcast data caps/monopoly

Date: 10/8/2016 5:32:59 AM

City/State/Zip: Kentfield, California 94904

Company Complaining About: Comcast

Description

I am writing to urge you to take action against the Comcast monopoly common in many US cities.

Costs are outrageously high, for shockingly low bandwidth compared to many first world countries, and yet there is no incentive to improve service where there is no competition.

Now Comcast is introducing data caps, and while they look high now, and most users won't see increased bills, this will end up stifling usage and innovation in the long run -- it is clear the data usage is set to grow significantly over the coming years.

Further, it looks probable that Comcast will then offer plans, as do certain cell providers, to bundle in unlimited bandwidth for certain preferred services -- thus creating a two tier, pay to play internet.

Please unwind local cable monopolies and encourage competitors to Comcast. Please rule against data caps and limiting innovation.

Ticket: # 1247559 - Comcast 1TB data cap

Date: 10/8/2016 5:48:33 AM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: Comcast

Description

Comcast is issuing a data cap on data up to 1TB per month and charging \$50 dollars per 50GB of data over that up to \$200 per month. This change is to set a precedent so that when customers start using more data they have a foothold. There is no reason for the change. It won't help with bandwidth. It is a test of their monopolistic power.

Ticket: # 1247569 - Data Caps

Date: 10/8/2016 6:02:23 AM

City/State/Zip: Holts Summit, Missouri 65043

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247574 - Comcast Unfair Use of Data Caps

Date: 10/8/2016 6:18:43 AM

City/State/Zip: Sacramento, California 95826

Company Complaining About: Comcast

Description

Comcasts new data caps are being imposed and are completely unfair. I use 4k streaming and with their new data caps I could easily run through my 1 TB cap in a week. There is no real reason to impose these caps other then for a blatant cash grab. These caps are blatantly anti consumer and Comcast can only use them because they have imposed a monopoly in many regions.

[Ticket: # 1247650 - Comcast data cap](#)

Date: 10/8/2016 8:52:18 AM

City/State/Zip: Denver, Colorado 80206

Company Complaining About: Comcast

Description

Comcast is setting a data cap on data plans for the home which would equate to less than 10% of my possible data usage for the advertised plan. So I will be paying for a certain package and then be data capped from using it!

Ticket: # 1247579 - Comcast Data Caps**Date:** 10/8/2016 6:22:17 AM**City/State/Zip:** Rockford, Illinois 61108**Company Complaining About:** Comcast

Description

Data caps are unrealistic. If 1TB is "more than anyone need" why is there a limit needed at all? This is a clear cash grab that Comcast is trying to put on us. They know that in the coming years with games and movies having higher quality and becoming larger files, they can attempt to corner us and make a fast buck without lifting a finger. Plus this mess that in some way they're monitoring my internet, which feels like a blatant violation of my privacy regardless of what their terms of service say. Where I live Comcast is the only option and they have a monopoly which allows them to get away with this underhanded shady business practice.

Ticket: # 1247613 - Xfinity Data Caps

Date: 10/8/2016 7:59:14 AM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

Xfinity added data caps onto many areas where they service internet, including my own. There are no other companies that offer these speeds of internet to my location, so I have no way out of it. Data caps are anti-consumer and absolutely unnecessary for Xfinity to maintain profits, they are purely meant to drain more money out of customers.

Ticket: # 1247585 - Unwarranted and unnecessary money grubbing 1TB data cap from Comcast

Date: 10/8/2016 6:52:07 AM

City/State/Zip: Lynwood, Illinois 60411

Company Complaining About: Comcast

Description

In following with a great majority of people there are no viable broadband alternatives to the ISP that is Comcast for myself and my family. Comcast is forcing upon the nation a 1TB/mo. data cap that is both unnecessary and unwarranted.

Instead of invest in the already incredibly behind infrastructure of this nation's internet (which I've read they've even received government funding to do) they're too busy lining their CEO/shareholder pockets with profits instead.

This is how America falls rapidly behind the world as our access to information in an information age is restricted and heavily burdened with needless cost prohibitive tactics for short term and short sighted profits - reliant on the uninformed and misinformed customer.

Comcast has a monopolistic stranglehold on the market and this is a path to a very dangerous road of tiered internet access and prioritized traffic to the highest corporate bidder, harming the free nature of internet for the consumer and small business alike.

Price gouging to the precipice of pain for the same exact service already limited by speed, and never before or most likely after cheaper for less usage. A finite metric on an infinite resource. A greed driven motive only possible when you've blocked off, bought off, or scared off any competition.

As many have said before if this 1TB cap would only effect 1% of customers then why even implement it? Another devastating blow from one of the worst and most hated companies in the US. Sitting idly by is having a hand in watching as our cutting edge, technology driven country becomes the laughing stock of the global community as it sinks to the bottom of the pile. I for one can not abide.

Ticket: # 1247589 - Data caps are not in the spirit of net neutrality

Date: 10/8/2016 6:58:18 AM

City/State/Zip: Lynnwood, Washington 98087

Company Complaining About: Comcast

Description

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

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

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

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

Ticket: # 1247593 - Comcast/Xfinity Internet Data Cap Roll Out

Date: 10/8/2016 7:17:13 AM

City/State/Zip: Snoqualmie, Washington 98065

Company Complaining About: Comcast

Description

Comcast is taking advantage of its virtual monopoly on most markets to roll out this data cap. 1 TB may seem like a lot for most now, but as 4K streaming becomes mainstream and more decide to cut the cable cord, this will not be the case for much longer. This looks a lot like a measure from Comcast to protect itself against cord-cutters. Shame on them.

Ticket: # 1247595 - Comcast adding data caps in Oregon market

Date: 10/8/2016 7:23:46 AM

City/State/Zip: Milwaukie, Oregon 97267

Company Complaining About: Comcast

Description

Comcast is adding 1TB data caps in the Oregon market, claiming it's in interest of fairness (but notice how they don't implement this "fairness" in the other direction.

Additionally, even if their statistics are true that less than 1% of consumers use more than their cap, they are unfairly discriminating as the majority of this 1% of consumers are not negatively impacting the network and as such are not unfairly using the data. Essentially they're saying that data is a consumable, which it isn't.

Finally, they offer bandwidth free services, which compete with bandwidth using services. They also offer an unlimited upgrade for 50\$ (must be paid upfront), otherwise you are charged 10\$ per 50gb over the cap.

Essentially, this seems like a cash grab to increase profits over anything else.

Ticket: # 1247599 - Comcast is imposing data caps on my internet service at 1TB.

Date: 10/8/2016 7:29:20 AM

City/State/Zip: Delray Beach, Florida 33445

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1249033 - Regarding Comcast data cap policy going into effect Nov. 1st

Date: 10/9/2016 1:28:10 AM

City/State/Zip: Sacramento, California 95817

Company Complaining About: Comcast

Description

I believe this new data cap on landline internet service is the very damaging and detrimental to the internet. Not only does this cap represent a clear anticompetitive stance by comcast and att (as they also have a cap), but it shows that they would rather gouge customers who wish to cut the cord rather than be stuck with horrible cable service. This cap is not nearly enough for those of us who stream in a household of more than 1-2 individuals. And the overages are outrageous! Not to mention the TAX on cord cutters of an additional \$50! What happens when UHD streaming becomes more common place? What about free data offers from companies like google when buying devices like the new pixel phones that take high-resolution pictures and 4k video and they will let us store it at original quality? That data is also included since no one can afford to upload over wireless internet! Not to mention countless entrepreneurs that can't afford business internet and make a living by uploading or downloading content to and from the internet. Lots of indie developers do this. And as someone starting out in web development I definitely download and upload lots of content for websites per month on top of my family streaming hulu, netflix, amazon, crunchyroll, etc in HD and sometimes UHD!

And I'm an avid gamer! My household is not unique! What they claim is enough for most people is an outright lie. More and more people are cutting the cord and this move is nothing but a tax on us. And a way to make their cable/internet service bundles more appealing.

Comcast has pulled all sorts of dirty underhanded crap in the past and this is no different! They claim its to be fair to other customers, but really it's to discourage more of their already shrinking cable sub base from cancelling and only keeping internet service.

Which brings me to my point about this being anti-consumer and anticompetitive. They are not just a cable provider or internet service provider. They also own a large media company, NBC Universal, lest we forget the unfortunate deal that was approved by the FCC. They want to shove content down our throats using their own service, which I bet doesn't use any data (despite the boxes needing internet and their internet streaming service), while telling us that 99% of customers don't need this much data? On top of that, they are a virtual monopoly in many cities and states. ATT is doing the same shit and they have worse speeds more places. My preferred ISP consolidated communications, which is obviously much smaller is down the street from my address, but I guess they don't have the money to expand or maybe comcast, att, verizon or whoever owns the lines is blocking them like they are in Kansas with google and other places.

These companies are getting away with highway robbery in the digital age! Please put a stop to this!

Ticket: # 1247611 - Comcast Data Cap

Date: 10/8/2016 7:55:03 AM

City/State/Zip: Rutland, Vermont 05701

Company Complaining About: Comcast

Description

Comcast is implementing data caps on unlimited data service.

Unlimited should mean unlimited!

Ticket: # 1247614 - Comcast data cap

Date: 10/8/2016 8:01:09 AM

City/State/Zip: Kansas City, Missouri 64152

Company Complaining About: Comcast

Description

Comcast is imposing data caps on internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughout. It's anti-competitive and anti-consumer, and it shouldn't be allowed.

Ticket: # 1247618 - Data caps

Date: 10/8/2016 8:06:59 AM

City/State/Zip: Kokomo, Indiana 46901

Company Complaining About: Comcast

Description

Comcast rolling out a 1TB data cap out of the blue.

Ticket: # 1247623 - Comcast data caps

Date: 10/8/2016 8:17:27 AM

City/State/Zip: Jacksonville, Florida 32206

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247660 - Data cap

Date: 10/8/2016 9:04:11 AM

City/State/Zip: Romulus, Michigan 48174

Company Complaining About: Comcast

Description

I received a notice from Comcast regarding a 1 TB data cap, to go into effect in November. They will now be charging \$10 per 50 GB of data over this cap, up to \$200, or you can pay an additional \$50/mo to get unlimited internet. Comcast is the only broadband service provider in my area. This is anti-consumer and is only possible because of the monopoly Comcast holds over huge areas of the country. America is far enough behind in the broadband internet game as it is, and greedy moves like this only make the problem worse. In addition, Comcast's own data meters are often incorrect (<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>) and should not be trusted when determining who is and isn't going over 1TB. Comcast also claims that less than 1% of customers ever go over the limit, but a) if that's true, then why make a cap at all if it's such a small percentage of your customers, and b) with 4k streaming becoming more and more prevalent, that 1TB will feel smaller and smaller. This is Comcast laying the groundwork to collect massive fees a few years down the line when average data usage continues to grow, and the impact it will have on millions of people and the internet as a whole in the United States should not be underestimated. Monopolies are illegal in the United States for a reason. I do not understand why we have allowed companies like Comcast to establish them.

Ticket: # 1247625 - Comcast Data cap

Date: 10/8/2016 8:20:47 AM

City/State/Zip: Lansing, Michigan 48906

Company Complaining About: Comcast

Description

Comcast has provides less than a month's notice, with no actual notice mind you, that on November 1st it will be putting in a 1Tb data cap. I personally use 1.6 a month with 3 kids and 3 adults in my house. This is completely unacceptable, it is 2016 and there is no excuse for capping data other than the monopoly they hold in many of the areas they are capping data. There is a local company called Lightspeed trying to get fiber Internet to most of Lansing, MI but they are getting stopped by Comcast.

Ticket: # 1247627 - Comcast is imposing data caps on my internet service at 1TB

Date: 10/8/2016 8:21:09 AM

City/State/Zip: Aurora, Colorado 80013

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247635 - Data Caps

Date: 10/8/2016 8:34:17 AM

City/State/Zip: Clarkston, Michigan 48346

Company Complaining About: Comcast

Description

Comcast still insists that its 1GB data cap is based on a "fairness" principal, and I quote. " Our data plans are based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less." Which has no basis in an open internet. Just another of the many ways to generate income by promoting false concepts.

Ticket: # 1247637 - Comcast data caps

Date: 10/8/2016 8:35:00 AM

City/State/Zip: Vancouver, Washington 98661

Company Complaining About: Comcast

Description

Heard comcast is going to be capping downloads soon. Data caps are unethical and unacceptable.

Ticket: # 1247640 - Comcast data caps

Date: 10/8/2016 8:35:44 AM

City/State/Zip: Sugar Land, Texas 77498

Company Complaining About: Comcast

Description

These data caps that are being implemented are clearly violating net neutrality. It's obviously targeting online streaming services such as Netflix, YouTube and twitch. In a household of 6 with 3 being children, the cap will be reached in no time especially within the summer. If only 1% of users were reaching the cap, why did they put them up in the first place? Why make people pay the same price just to be restricted and force people to pay more for being able to use more internet?

Ticket: # 1247642 - Comcast 1TB Data Cap

Date: 10/8/2016 8:36:08 AM

City/State/Zip: Hudson, Wisconsin 54016

Company Complaining About: Comcast

Description

I received an email from Comcast on October 6th stating that 1TB data caps will go into effect starting November 1st. This is only 26 Days notice. Comcast Agreement for Residential Services states, "Unless this Agreement or applicable law specifies otherwise, we will give you thirty (30) days prior notice of any significant change to this Agreement."

Comcast needs to be held accountable for disregarding their own agreement with their customers.

Ticket: # 1247658 - 1 TB Data Caps - Comcast

Date: 10/8/2016 9:02:23 AM

City/State/Zip: Chicago, Illinois 60622

Company Complaining About: Comcast

Description

Signed up for Comcast internet only in June 2016. A couple months later, I received a letter stating I would now be subject to a 1TB monthly data cap. I specifically asked if I would be subject to a data cap when I signed up. My household stream everything without cable. Data caps hurt consumers ability to stream. We feel like we were victims of a bait & switch after we signed up

Ticket: # 1247665 - Comcast data caps

Date: 10/8/2016 9:08:07 AM

City/State/Zip: Alexandria, Virginia 22302

Company Complaining About: Comcast

Description

I'd like to voice my frustration in Comcast's recent announcement to enforce nationwide data caps on internet service.

Our country doesn't need to fall any further in our lack of innovation. Please don't allow what this monopolistic company is trying to do.

Ticket: # 1247681 - Comcast Data Cap

Date: 10/8/2016 9:19:06 AM

City/State/Zip: Philadelphia, Pennsylvania 19104

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247683 - Comcast Data caps in effect limit an open internet

Date: 10/8/2016 9:19:33 AM

City/State/Zip: Eagan, Minnesota 55122

Company Complaining About: Comcast

Description

Recently Comcast has decided to roll out a nationwide datacap of 1TB per month. Internal documents made public from Comcast show that this isn't done for any network congestion reason, but allegedly "fairness." At face value this claim doesn't hold up to scrutiny since there isn't a finite amount of internet to go around.

All these data caps serve to do is steer consumers to cable tv services and limit consumer options on how they wish to consume media. With the emerging technology of 4K movies, 3D movies, ect. it only stands to reason that data consumption as a whole will go up amongst consumers.

These caps will undoubtedly have a chilling effect going forward as to the choices people have. Further, by zero summing data delivered over their internal TV service it shows that they are willing to stream the data, over the same lines no less, but only due so if you're willing to pay for a service you simply do not require.

Please, FCC, do something about data caps. keep the internet open, don't cap it.

Ticket: # 1247707 - Comcast Data Caps**Date:** 10/8/2016 9:29:24 AM**City/State/Zip:** Saint Paul, Minnesota 55119**Company Complaining About:** Comcast

Description

Comcast has informed me that they are going to start implementing a data cap on my internet service, set at 1TB. I know they like to claim that it's not a cap, as I can always "pay more" to get more, but it's a cap, given that they are setting a limit on what I can use. Not only that, but the only way for me to track how much I've used as to not get charged additionally is to use their data meter, something that is untested and has had a lot of media coverage recently showing that it is inaccurate. Talk about the fox guarding the henhouse.

Capping internet usage sets a dangerous precedent, and creates an unfair and uneven playing field in the marketplace for services like Netflix, whose customers need to abide by limited data, in comparison to Comcast's own competitor which does not (Comcast Stream).

This allows Comcast to push customers toward their own offerings, and stymie established and upstart competitors attempting to enter the marketplace.

Lastly, while 1000 GB per month may seem reasonable now, in the very near future it will not. 4K video is coming, which will use a significant amount more data than current 1080p offerings. In addition, households don't just have one or two screens anymore, they typically have one or multiple screens per person, all sucking up data and streaming, not to mention updates on all of these devices, digital download games (which are becoming increasingly popular), and streaming music.

This move by Comcast is blatantly anti innovation, anti consumer, anti competitive, and at first blush seems to be a money grab (documents have indicated that even Comcast admits that data caps aren't about congestion, but about "fairness"). How is it fair that people who use "more" are being charged more, but people who use less aren't seeing any break on their bill?

Ticket: # 1247724 - Comcast 1TB Data Caps**Date:** 10/8/2016 9:39:54 AM**City/State/Zip:** Salem, Oregon 97304**Company Complaining About:** Comcast

Description

On November 1, 2016, Comcast is planning to role out a 1 terabyte data usage limitation on their Xfinity Internet users across the United States. The internet has gotten more and more data intensive to use as our technology has improved, including but not limited to 720p/1080p/1440p/2160p video resolutions and increased file sizes for downloads such as video games and music. On top of the arbitrary data usage cap, Comcast is whitelisting their own services such as Xfinity Stream TV from the data usage cap, providing themselves an unfair advantage over other entertainment services such as Amazon, Netflix, and Hulu. Data caps, especially from massive corporations such as Comcast that have the infrastructure to support massive userbases and their data demands, are prohibiting advancement of internet technology and punishing consumers for it. I, for one, am against these data usage caps, and I hope the FCC can take a stand against them as well.

Ticket: # 1247822 - Comcast DataCap

Date: 10/8/2016 10:39:11 AM

City/State/Zip: San Francisco, California 94103

Company Complaining About: Comcast

Description

I would like to complain about comcast data caps at 1TB/month. These caps are unreasonable and will stifle innovation. Companies will start to be mindful of consumers data caps and not release products which could change the world. This behavior should not be tolerated.

Ticket: # 1247728 - Comcast data caps

Date: 10/8/2016 9:42:08 AM

City/State/Zip: Eugene, Oregon 97404

Company Complaining About: Comcast

Description

Comcast will soon be starting to impose data cap limits for their internet service. This is unacceptable. There is no reason for these caps other than Comcast's greed. While "1% of their customers will exceed the limit", it's the principle of the matter at stake. I signed a contract with them, and they get to alter it halfway through. If i were to do that, I would have heavy fees imposed. Data usage with the internet is only going to increase as 4K, and HD become more widespread on streaming services. Comcast should not be allowed to do this.

Ticket: # 1247740 - Comcast Data Cap

Date: 10/8/2016 9:49:23 AM

City/State/Zip: Minnetonka, Minnesota 55345

Company Complaining About: Comcast

Description

The data caps Comcast is implementing and I don't have any other options for broadband internet in my area.

Ticket: # 1247757 - Comcast 1TB data cap

Date: 10/8/2016 10:01:15 AM

City/State/Zip: St Cloud, Florida 34772

Company Complaining About: Comcast

Description

It is absolutely absurd that the only company that offers internet service to my house, business and customers houses are going to apply a 1TB data cap to their existing customers. Not only is this unfair it is also theft. Data caps are just a way to squeeze more money from users for a problem that doesn't exist, and shouldn't exist if Comcast did it's job.

Ticket: # 1247767 - Comcast is imposing data caps on internet service at 1TB.

Date: 10/8/2016 10:04:06 AM

City/State/Zip: Pekin, Illinois 61554

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247770 - Comcast internet Caps

Date: 10/8/2016 10:05:56 AM

City/State/Zip: Houston, Texas 77096

Company Complaining About: Comcast

Description

Comcast says their new data caps are about fairness, but since I use roughly half on average of what their new cap is perhaps they should refund me half my money every month. This won't happen, but as usage increases and new uses for internet connections come along a cap on what you can do with your service stifles these innovations.

They say that 99% of their customers don't fall under their new caps, then why do they need to implement them to begin with?

The reality is that they know they can get away with it because there is no real competition for the vast majority of american consumers. Competition should be made possible in this country for internet access.

And finally, if Comcast does want to begin using meters to track how much data their customers download they should be subject to government checks on those meters to make sure they are accurate just like gas pumps for example.

[Ticket: # 1247774 - Comcast enforces data caps, but excludes themselves? Where is net-neutrality?](#)

Date: 10/8/2016 10:07:29 AM

City/State/Zip: Grand Rapids, Michigan 49534

Company Complaining About: Comcast

Description

Hi FCC!

Data caps for Comcast? Why? This is a clear "punch in the face" to consumers due to a lack of competition.

I feel it is important that I submit my complaint.

Data caps limit not only innovative uses of the Internet but the entire global flow of information.

They are also against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model.

It even excludes Comcast related data from that cap! This clearly shows how underhanded this is.

Please help! You're our only hope!

Ticket: # 1247786 - Comcast Data Caps

Date: 10/8/2016 10:15:29 AM

City/State/Zip: Belmont, Michigan 49306

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1249035 - Newly Imposed Comcast DataCap

Date: 10/9/2016 1:31:49 AM

City/State/Zip: Foster City, California 94404

Company Complaining About: Comcast

Description

Hello,

This is my first ever complaint to the FCC. Yesterday I received a notice that Comcast would be applying a 1TB cap on our account. While my families daily usage is nowhere near that cap today I fear that in the future one of two things will happen:

- 1) As quality improves my family will use more streaming services causing us to go over the cap.
- 2) Comcast will adjust the cap to increase profits.

The first scenario is the most troubling to my family as we currently do not pay for cable TV and instead pay for online streaming services. For some reason the Comcast Xfinity streaming application does not count against your datacap. I am sure Comcast has a very technical explanation for why their data stream should not count against the cap but the real reason is obvious. Less people pay for cable tv every quarter and Comcast fears this will eat in to their profits. It is anti competitive and hurts innovation on the web.

This is ultimately not about fairness, despite what I'm sure Comcast lobbyist will try and communicate. If it was about fairness they would simple punish those who use too much data by rate limiting their account (like T-Mobile does with their unlimited plans). Instead this is a hedge against future improvements to try and stave off cord-cutters (like my family) and the "never hads" like my children who never had cable TV.

I can assure you if we had ANY other option for high-speed internet in our area other than DSL we would use that service.

Furthermore the very idea that 'you only use 350GB according to you system' is wrong. Whom can I turn to to argue that their meter is correct? Which government agency regulates these meters because so far the private market hasn't been all that honest when it comes to metering. Whom can I lodge formal complaints against when Comcasts meter and my own do not match? Also, they fail to mention which layers (of the OSI model) are counted against the cap. Are ethernet frames counted? What about unwanted packets? Could I potentially use a service to price my enemy off the internet (i.e. buying DDoS attacks at ~1TB per hour then buying that service once a quarter would likely cost my enemy thousands since I exhausted their three free overages but only cost me approximately \$100 us)? I feel like the FCC should create an official, federally run program to monitor the meters for the various companies if data caps are to be in place, no mater what my families average usage is.

Finally it's obvious that Comcasts marketing is deceptive when it comes to their advertising the monthly usage. Just see this writeup for how incorrect it was: <https://medium.com/@44/comcasts-cowardly-caps-e667b29915e1#.mc9emr460>

Thank you for your time.

Ticket: # 1247798 - Data caps

Date: 10/8/2016 10:24:01 AM

City/State/Zip: Houston, Texas 77040

Company Complaining About: Comcast

Description

Allowing these companies to lie and add data caps, saying that they won't effect most people is crazy. There only reason they are doing this is because it will net them a ton of money without having to add any value for the customer. And it's not like I can just use the "free market" to switch as the cable/internet industry has a monopoly on the industry and I have two service providers to choose from.

Ticket: # 1247833 - Comcast Data Cap

Date: 10/8/2016 10:42:49 AM

City/State/Zip: Palmer Lake, Colorado 80133

Company Complaining About: Comcast

Description

Comcast is planning a data cap in Colorado starting next month. I understand this is illegal. Please advise and if correct stop this activity. Please do not wait until it happens to take action.

Ticket: # 1247809 - Comcast is imposing data caps on internet service at 1TB.

Date: 10/8/2016 10:31:23 AM

City/State/Zip: Elizabeth, Pennsylvania 15037

Company Complaining About: Comcast

Description

While I am not currently part of this data cap, it concerns me tremendously. This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions.

This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anti-competitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247813 - Comcast data caps

Date: 10/8/2016 10:31:43 AM

City/State/Zip: Campbell, California 95008

Company Complaining About: Comcast

Description

With the rise of 4K streaming and resource-hungry web applications, implementing a 1TB data cap is unreasonable. By Comcast's own statements, only 1% of the customer base would be affected by this change bringing the question of the purpose of this action. With monopolies in so many markets, customers are forced into compliance. When limited by data caps, can one truly have an open Internet? When one has to weigh every web session to see if it would be worth an additional fee should they pass 1TB, can there be true neutrality? If a water company were to implement usage limits or a power company to do the same for no reason than to increase profit, many would call these actions inhumane. Political leaders across the globe consider the Internet to be a basic human right. When companies begin to tread on the very essence of human progress, they should not be welcomed with open arms but vehemently opposed. Comcast has no business deciding what content is available to customers, especially when already fighting against open markets

Ticket: # 1247836 - Comcast data caps

Date: 10/8/2016 10:43:29 AM

City/State/Zip: Beaverton, Oregon 97005

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.



Ticket: # 1247839 - Comcast data caps

Date: 10/8/2016 10:45:07 AM

City/State/Zip: Foxboro, Massachusetts 02035

Company Complaining About: Comcast

Description

Hello, at my address, an apartment complex at (b) (6) Foxboro ma, I have no choice but to use Comcast as the building is only wired for them. Comcast is about to introduce a data cap of 1 terabyte. I believe that this is anti competitive and should be illegal. Please investigate Comcast for this practice. Many people like me live in areas where Comcast has a monopoly. The account is under my roommate's name so I don't have the account number.

Ticket: # 1247854 - Comcast is imposing data caps on my internet service at 1TB.

Date: 10/8/2016 10:53:48 AM

City/State/Zip: Brunswick, Maryland 21758

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247847 - Comcast Data Cap

Date: 10/8/2016 10:52:27 AM

City/State/Zip: Milpitas, California 95035

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247866 - Comcast Data Caps

Date: 10/8/2016 10:59:20 AM

City/State/Zip: Tomball, Texas 77375

Company Complaining About: Comcast

Description

I received a notification yesterday that Comcast would be limiting my data usage from nov. 1 to 1tb in the form of a new data cap. I find this terrible practice.

I signed a contract with Comcast that did NOT include any limits and I already pay more for a faster speed. In practical terms, I pay more for the higher speed because I have a family of 5 with multiple devices and know that we use more data than average. It's a given to me that people who use more probably pay more already because of the speeds they need.

There is no real competition where I live for Comcast which is why I believe they have chosen my market to impose this. ATT is the only other provider here but their offering has a max 18mbps (I currently pay for 75) and they don't offer other things we get from Comcast.

I believe access to information should not be limited in this way and hope you can do something to reclassify Comcast and put them in a regulated position. My price already goes up every year and I already pay more for internet than most countries in the developed world.

[Ticket: # 1247870 - Comcast data cap](#)

Date: 10/8/2016 11:02:05 AM

City/State/Zip: Swartz Creek, Michigan 48473

Company Complaining About: Comcast

Description

Comcast creating a data cap on my internet connection

Ticket: # 1247888 - Comcast Data Cap

Date: 10/8/2016 11:06:27 AM

City/State/Zip: Pittsburgh, Pennsylvania 15213

Company Complaining About: Comcast

Description

Comcast is planning to impose data caps on my internet service at 1 TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247890 - Data caps, no competition, poor service, outrageous bill

Date: 10/8/2016 11:06:58 AM

City/State/Zip: North Salt Lake, Utah 84054

Company Complaining About: Comcast

Description

Comcast has a monopoly in north salt lake the bill is already 100\$ monthly for 100 mbps, which I regularly only get 50 to 60 of. Now they are adding a data cap to our area saying my options are to pay an extra 50\$ for an already old and poor service to not have a cap, switch to a plan that has a much smaller cap, pay for overage or not have access to what should be considered a modern utility. With the advent of 4k streaming this is immensely non competitive and a blantant attempt to pry money from consumers pockets who have no other choice or option but to pay more as 4k will push anyone into overage. It has nothing to do with fairness.

Ticket: # 1247892 - Comcast data cap

Date: 10/8/2016 11:07:30 AM

City/State/Zip: Tacoma, Washington 98407

Company Complaining About: Comcast

Description

Comcast is imposing data caps on internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their XFINITY Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out it's online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Full disclosure that I am not a current Comcast customer, but I have been planning to switch back as they have faster speeds than CenturyLink which allows more efficient 4k streaming. However, this type of data cap limits the capabilities of 4k streaming and is anticompetitive. I would like to see a ban on data caps.

Ticket: # 1247895 - Comcast Data Caps

Date: 10/8/2016 11:09:39 AM

City/State/Zip: League City, Texas 77573

Company Complaining About: Comcast

Description

Comcast has announced that they will defy the FCCs policy of "Net Neutrality" by imposing data caps in our area and not treating all of their data equally. Comcast's Data Caps are wrong and that they need to treat all data equally!

Ticket: # 1247900 - Data Cap

Date: 10/8/2016 11:11:57 AM

City/State/Zip: Vancouver, Washington 98660

Company Complaining About: Comcast

Description

Comcast just announced adding a data cap to my internet service which was sold as unlimited. This company is so anti-consumer it is sickening.

Ticket: # 1247902 - Comcast data caps

Date: 10/8/2016 11:12:08 AM

City/State/Zip: Houston, Texas 77043

Company Complaining About: Comcast

Description

Comcast is beginning to impose data caps on internet service in the Houston area where I live. This data cap violates net neutrality principles as it enables their own in-house entertainment services, such as Xfinity Stream TV, to have an unfair advantage over other services such as Netflix. This unfair and unbalanced advantage comes about because Comcast's own services will not count towards the data whereas Netflix and other such services will.

This allows Comcast to force its competitors out and force consumers to pay overage charges simply because they have chosen one of those competitors. Online entertainment continues to grow and the data which will be consumed will also grow as things such as 4K video become more prevalent. Netflix is already requiring that all of their original content be filmed in 4K, which is 4 times as large as HD video in terms of file size. The consumer will be forced to choose between going over their data cap and therefore having to pay overages, or choosing to stop watching the content that they want to stay within their allotted data.

Comcast already is essentially a monopoly, with many people (including myself) having literally no other option for an internet service provider where they live. It is anticompetitive, anti-consumer, anti-innovation, and outright corporate greed that Comcast is instituting a data cap when they have full knowledge that consumers have no other choices of internet service providers and that consumers are consuming more entertainment online than ever before.

As a consumer and a believer in a free, open, and competitive internet, please put a stop to this.

Ticket: # 1247909 - Comcast Data Cap

Date: 10/8/2016 11:13:53 AM

City/State/Zip: Golden, Colorado 80401

Company Complaining About: Comcast

Description

I believe the newly instituted 1Tb data cap by Comcast should be illegal. It sets a precedent for restricting a service that should be classified as a basic human right. In addition, a one terabyte limit is an arbitrary amount that will become prohibitively low when high new technologies like streaming 4K become commonplace.

Please do what's right for internet users and prevent this.

Thank you.

(b) (6)

Ticket: # 1247916 - Data caps

Date: 10/8/2016 11:18:53 AM

City/State/Zip: Canton, Michigan 48188

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247920 - Internet Data Cap

Date: 10/8/2016 11:19:49 AM

City/State/Zip: Arvada, Colorado 80003

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1247921 - Data caps stifle growth and innovation

Date: 10/8/2016 11:20:04 AM

City/State/Zip: Lynbrook, New York 11563

Company Complaining About: Comcast

Description

Hello,

With the recent Comcast roll-out of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Full disclosure, I am not a Comcast subscriber, but am submitting a complaint because if they are successful, it is only a matter of time before other ISPs follow suit. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only a massive hindrance to paying customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. Comcast's cap even excludes "Comcast related data" from their cap.

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion:

<https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that gone unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves, or worse yet, manipulate and restrict the distribution of knowledge and education.

I urge you to please consider outright banning of data caps on hardline Internet connections such as cable and DSL, or at the very least placing heavy restrictions on the use of data caps. I further ask that you investigate data caps on cell data to determine if there is any legitimate reason for them to exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Data usage is only going to increase and expand exponentially as new technologies emerge.

I'll say it a second time, please consider a ban on data caps. They do nothing but stifle innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we

ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

(b) (6)

Ticket: # 1247922 - Comcast data caps

Date: 10/8/2016 11:20:12 AM

City/State/Zip: Lisle, Illinois 60532

Company Complaining About: Comcast

Description

I am a Comcast customer and I wish to complain about their rollout of data caps on their Internet plans. While the caps are generous now, they will inevitably become severely limiting as Internet data consumption increases. The caps are especially heinous in that Comcast has a virtual monopoly on providing Internet in my area and there is no viable competition I can turn to to voice my displeasure with their business choices.

Ticket: # 1247924 - Data Caps with Comcast

Date: 10/8/2016 11:20:34 AM

City/State/Zip: Minneapolis, Minnesota 55403

Company Complaining About: Comcast

Description

Comcast is implementing data caps in my area. It's not as if there is a scarcity of internet to go around. It's not a finite resource. The move is a retaliatory one to get back at cord cutters, and recoup some of the money lost. It is against the spirit of an open internet. Also, they gave customers in Minnesota less than one month's notice.

Ticket: # 1247970 - Comcast Data Caps

Date: 10/8/2016 11:45:49 AM

City/State/Zip: Auburn, Washington 98002

Company Complaining About: Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Full disclosure: I'm not a Comcast customer, I am with Time Warner (now Spectrum). I do not have a data cap but average right around 2TB per month with what I consider normal usage, at least for the next generation. Data usage is only going to increase and at a rapid pace as new technologies emerge.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

(b) (6)

Ticket: # 1247949 - Comcast/Xfinity Implementing Data Cap

Date: 10/8/2016 11:34:05 AM

City/State/Zip: Gresham, Oregon 97030

Company Complaining About: Comcast

Description

Comcast/Xfinity starting November 1st is adding more data caps, on top of already existing ones. This is against your guys rulings on Net Neutrality.

Ticket: # 1247951 - Comcast Caps

Date: 10/8/2016 11:34:13 AM

City/State/Zip: Baltimore, Maryland 21211

Company Complaining About: Comcast

Description

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

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

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

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

Ticket: # 1247956 - Comcast is imposing data caps on my internet service at 1TB.

Date: 10/8/2016 11:37:03 AM

City/State/Zip: Schaumburg, Illinois 60193

Company Complaining About: Comcast

Description

Data caps create a box that online entertainment services like Hulu/Netflix/Vudu/Vue would be forced to compete in against Comcast's own entertainment services, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges as entertainment requires more and more data throughput. The data caps are anticompetitive, anti-consumer, anti-innovation, and I don't think the caps should be allowed. Charging \$50 additional per month for "unlimited" is too much for the average American family to pay.

[Ticket: # 1247990 - Comcast data cap](#)

Date: 10/8/2016 11:58:14 AM

City/State/Zip: Fort Collins, Colorado 80521

Company Complaining About: Comcast

Description

Comcast data caps stifle an open internet and create two tiers of internet. It is anticompetitive and bad for consumers. If I want to stream content that I have paid for, it will now cost me more money. There is no other option for me to switch to another carrier. Comcast has a monopoly on the local market and I have no way to exercise my rights as a consumer.

Ticket: # 1247975 - Comcast Data Caps**Date:** 10/8/2016 11:47:29 AM**City/State/Zip:** Seabrook, Texas 77586**Company Complaining About:** Comcast

Description

We've recently received notice in Houston that Comcast is going to enforce a data cap. Despite the fact that 1TB is quite a bit of usage, once this is in place there is nothing stopping them from lowering it down to 200gb and sending your bill out of control. Especially once 4K video streaming is commonplace.

For the exorbitant price we are already paying for decent internet, it's insane that these companies need to further max out their profits. It's even more shameful that in Houston we have no other options for high speed internet due to Comcasts monopoly over the area.

Ticket: # 1248002 - Comcast Data Caps

Date: 10/8/2016 12:01:58 PM

City/State/Zip: Houston, Texas 77007

Company Complaining About: Comcast

Description

Comcast is imposing data caps on customers for it's broadband service. Comcast's own services are not accounted for in it's data service package. This practice goes against net neutrality.

Ticket: # 1248019 - Comcast / Xfinity data limitation

Date: 10/8/2016 12:09:03 PM

City/State/Zip: Lakewood, Washington 98498

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB. In addition they are going to charge a \$200 overage fee for any data used above that limit.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1248017 - Data caps

Date: 10/8/2016 12:08:08 PM

City/State/Zip: Everett, Washington 98204

Company Complaining About: Comcast

Description

Arbitrary introduction of data caps to internet usage. They provide a meter that shows you how much data you have used but does not breakdown the usage, questioning its validity. Lastly, a breach of contract that was signed, including specifically asking if data caps were going to be added and being told ninny a customer service representative.

Ticket: # 1248020 - Comcast data caps**Date:** 10/8/2016 12:09:09 PM**City/State/Zip:** Hopkins, Minnesota 55343**Company Complaining About:** Comcast

Description

I recently learned that I am now subject to a data cap on my Comcast cable internet. Comcast has admitted to the press that these data caps are a billing decision, and not intended to solve any sort of technical or congestion issue. Rather, they are intended to bring "fairness" to their customers.

Quite frankly, this entire idea is ludicrous. If it were truly about fairness, Comcast would offer some sort of benefit to users who do not use as much, in addition to a penalty for users who use more. The only concession that even comes close to a consumer benefit is that if you switch to a laughably small 5 gigabyte cap, you will earn a credit of \$5 per month. This is an insultingly small amount of money for such a minuscule limit. Why does going above the cap cost \$10 per 50 gigabytes, but staying under it by 1,019 gigabytes only earn the customer \$5?

Comcast also argues that since 99% of their customers are under the limit they impose, that it's not an issue. But this misses the point -- by using their near-monopoly status, Comcast is imposing unwanted conditions on their customers with no benefit to them whatsoever. With this new condition, I am going to have to watch my data consumption every month to make sure that I am staying below the limit. And since Comcast has also been shown to not always track data usage properly, I am also going to have to set up my own data usage tracking on my local network to ensure that I am not charged for an overage that didn't happen, like other customers have had.

Of course, not so coincidentally, this harms one of Comcast's main competitors: streaming video services. Their cable service competes with Netflix and Hulu, and now there are potentially extra costs for using such services. For now, the limits may be acceptable, but as time goes on, customers will demand more, things like HD or 4k video will become the norm, and Comcast will not have any incentive to raise their data caps to match.

Comcast and other ISPs need to be regulated as a utility, because that is exactly what they are. In the meantime, they are able to do anything that they want to their customers, and we are forced to take it. Where I live, I have only one choice of ISP that offers broadband internet. The only competition falls well short of even the old definition of 4mbps for broadband. If I could, I would vote with my wallet and cancel my service, but I cannot. My only option for relief is for Comcast to be forced to respect its customers and not behave anticompetitively.

Ticket: # 1248026 - Comcast Data Cap

Date: 10/8/2016 12:10:27 PM

City/State/Zip: Tracy, California 95377

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1248042 - Comcast Data Caps**Date:** 10/8/2016 12:17:51 PM**City/State/Zip:** Clark, New Jersey 07066**Company Complaining About:** Comcast

Description

Comcast has recently rolled out 1 TB data caps nation wide. These caps have been proved to be unnecessary for technical reasons and only function in order to deter people from dropping Comcast's cable plans entirely in favor of online streaming. In my area there is no competition for a similar service. There are regional monopolies like this all over the country and it is unfair to consumers who have no way to "vote with their wallet."

[Ticket: # 1249299 - data cap from service provider](#)

Date: 10/9/2016 11:59:39 AM

City/State/Zip: Eugene, Oregon 97404

Company Complaining About: Comcast

Description

I now have a data cap on my service provided to me my Comcast Xfinity. This is WRONG!!!

Ticket: # 1248044 - Comcast

Date: 10/8/2016 12:18:25 PM

City/State/Zip: Minneapolis, Minnesota 55410

Company Complaining About: Comcast

Description

There is no realistic alternative due to their monopoly on internet coverage in Minneapolis

Internet availability is spotty at best

Raising prices without increasing service

Threats of capping data at 300GB

Data cap will not scale with better technology or increased data demands

Ticket: # 1248065 - Comcast Internet Usage Data Cap in Washington state

Date: 10/8/2016 12:31:15 PM

City/State/Zip: Vancouver, Washington 98664

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Rates have already been steadily increasing year after year, on top of Vancouver, WA being the highest yearly increase of housing rental costs, Comcast is just spitting in our eye after taking more of our money. We have NO other cable-based options here in my city, which leaves Comcast sitting on their monopoly throne.

Ticket: # 1248080 - Data Cap

Date: 10/8/2016 12:36:43 PM

City/State/Zip: Burnsville, Minnesota 55306

Company Complaining About: Comcast

Description

Comcast is implementing a one terabyte data cap in my area. Even though I never even get close to that cap I believe it is a unnecessary money grabbing by a monopoly in my area. They are just implementing it to increase profits on cable paid for by my own taxes.

Also along with this change they implement packet injection to make notices pop up on my pages which is a huge violation of privacy.

Ticket: # 1248094 - DataCaps are not okay

Date: 10/8/2016 12:40:50 PM

City/State/Zip: Clovis, California 93611

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1248100 - Data cap to be added to previously unlimited plan

Date: 10/8/2016 12:43:52 PM

City/State/Zip: Hayward, California 94544

Company Complaining About: Comcast

Description

A data cap is to be added to my previously unlimited cable internet access plan, effective November 1st. This limit is 1TB, and was not previously discussed with me. This limit was not mentioned when I signed up for service over a year ago. Its completely unreasonable to suddenly reduce my level of service and continue to charge the same amount.

Offering a surcharge of \$50 per month (an additional 50% cost over my current \$100 bill) to remove the cap is practically extortion. I already HAD that level of service, now they want more money for that, without any improvements.

Limits raise prices and prevent people from making full use of the Internet without actually preventing congestion. And since they will charge more if I go over 1TB, are they going to return money if I use less than 1TB? Of course not.

This behavior is extremely frustrating, anti-consumer, and if they exempt their "special" traffic from the limits, violates net-neutrality.

[Ticket: # 1248104 - Data caps unacceptable!](#)

Date: 10/8/2016 12:46:28 PM

City/State/Zip: Aurora, Colorado 80013

Company Complaining About: Comcast

Description

We pay for internet service, period. Not a certain amount of "data". Xfinity/Comcast's new data caps are unacceptable! Not to mention we have a contract that says nothing about limiting our internet usage!

Ticket: # 1248128 - Comcast data caps

Date: 10/8/2016 12:58:20 PM

City/State/Zip: Knoxville, Tennessee 37931

Company Complaining About: Comcast

Description

Comcast has a data cap in my area. I donot feel this is fair. This feels like a monopoly company implementing rules because they can. I have no other good cable internet options, so stuck with Comcast.

[Ticket: # 1248150 - Comcast data cap](#)

Date: 10/8/2016 1:07:46 PM

City/State/Zip: Chico, California 95926

Company Complaining About: Comcast

Description

Comcast is implementing data caps in my area and charging more for internet plans with no data caps.

Ticket: # 1248154 - Comcast Data Cap**Date:** 10/8/2016 1:10:24 PM**City/State/Zip:** San Jose, California 95136**Company Complaining About:** Comcast

Description

Comcast holds a monopoly over my choice of available internet options. Recently they instituted a data cap in California right when 4K Streaming and other data intensive tasks are coming out. They clearly are doing this to profit and not because their network can't handle it. They are simply trying to regain the income lost from cord cutters. I am stuck with no other options to choose from, this Monopoly is limiting and placing a constraint on the internet. This needs to stop.

Ticket: # 1248155 - Comcast Data Caps

Date: 10/8/2016 1:10:33 PM

City/State/Zip: Albuquerque, New Mexico 87106

Company Complaining About: Comcast

Description

On 10/6 I received a notice from Comcast that they would be instituting a 1TB data cap on my internet plan. I am two months into a 12-month contract for internet service with Comcast, and this change constitutes a significant change to our contract that I did not agree to.

I believe this is Comcast attempting to stifle competition from 4K streaming services like Netflix -- rather than compete, they are punishing consumers with absurdly high overage fees as a way to push their own, outdated television services.

I respectfully request the FCC put an end to Comcast's capped data plans. They have shown absolutely no proof that they reduce network congestion on its network, which has never been a problem to begin with. Comcast is simply trying to find new revenue because their cable TV services have been bleeding subscribers for years and has begun to affect their bottom line. Comcast should compete, not use its monopolistic power to squeeze more money of its customers.

Thank you

Ticket: # 1248162 - Comcast Data Caps

Date: 10/8/2016 1:12:55 PM

City/State/Zip: San Jose, California 95136

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1248170 - Comcast Data Capping

Date: 10/8/2016 1:21:24 PM

City/State/Zip: Albuquerque, New Mexico 87109

Company Complaining About: Comcast

Description

Comcast is implementing a data cap on my account next month at 1 terabyte a month. I called their customer service and I'm very close to approaching that allotment already, I was reminded too that I don't have an alternative broadband service provider. I don't have a subscription tv service with them and feel as if I'm being punished for using streaming services as an affordable alternative.

[Ticket: # 1248446 - Absolutely Unacceptable.](#)

Date: 10/8/2016 3:46:33 PM

City/State/Zip: Panama City Beach, Florida 32407

Company Complaining About: Comcast

Description

the decision by Comcast to DATA CAP the Wireless internet that we pay for is ludicrous. If you want to continue with this antiquated business model, move to North Korea and GOOD RIDDANCE.

Ticket: # 1268324 - Comcast Data Limits**Date:** 10/14/2016 9:14:31 PM**City/State/Zip:** Elizabethtown, Kentucky 42701**Company Complaining About:** Comcast

Description

I live in Kentucky and was placed under a 300GB cap by Comcast a few years ago. I believe there were a few other states placed in their market "test areas" before their initial roll-out of their 1TB cap that is upcoming in more areas. I'd say about 90% of the people I know around Kentucky are stuck with either Comcast or DSL. Anyone living in this time knows DSL doesn't cut it with things like Netflix around. My argument isn't just against the specific limit which they have set of 1TB. Many will say that's a lot of data. When you have cloud backups once a month, a Steam library of over 500 games, and stream all of your video content, that 1TB flies by instantly. While I might be in the minority with this data usage, it's about more than that. It's about the monopoly this company has and how they're squeezing every penny out of every customer as more and more turn towards streaming. Yes, I know you can pay more to go over that or get unlimited. I had to upgrade my account to a business line, when I'm actually residential, just to bypass ridiculous overage fees. The first month of the 300GB cap I had, I hit over 2TB just doing my normal routine of backups and streaming 4K content. Their monopoly is outrageous, this data limit is absurd, and if the FCC sits idle while they continue to ruin our Internet then we are heading towards dark times. Please FCC, do something to put a stop to this. I pay over \$100 a month just for 16MB/s down, no cable or phone included, just so I don't have a data cap. This was cheaper than having residential Comcast and paying for their unlimited usage. That is absolutely ridiculous and I know I'm not alone in this fight. Please, help us who are stuck with this monstrosity of a company and put a stop to their continuing destruction of the Internet in America. Thank you, have a nice day.

Ticket: # 1248205 - Newly added data caps to internet service

Date: 10/8/2016 1:47:47 PM

City/State/Zip: Longmont, Colorado 80503

Company Complaining About: Comcast

Description

Comcast has informed me that they are initiating a new data cap on my internet service where I had none before. There is no added value to my service, just added restriction. Normally were a company to force a new constrain on my service, I would search the free market for an alternative that met my needs. However, I have no choice as Comcast has a local monopoly in my area and is taking steps at the local, state, and federal level to ensure these monopolies stay intact. I have two small children in my household who use the internet for school and I periodically work from home and require an internet connection to work. These new restrictions in a non-competitive environment affect both me and my children's education. Its actions such as these that companies initiate to increase profit that continues to make our country lag behind the rest of the developed world in broadband availability and cost.

[Ticket: # 1248216 - Comcast data cap](#)

Date: 10/8/2016 1:54:54 PM

City/State/Zip: Prescott, Wisconsin 54021

Company Complaining About: Comcast

Description

I strongly oppose the anticompetitive data cap that will be imposed by comcast on November 1st. It is nothing more than

Ticket: # 1248219 - Broadband data caps

Date: 10/8/2016 1:56:32 PM

City/State/Zip: Frederick, Maryland 21703

Company Complaining About: Comcast

Description

I am outraged at the data cap imposed by Comcast. If our government grants them a virtual monopoly status then treat them like a utility with people consumer protections so they do not impose monopolistic powers over my access to the Internet.

Ticket: # 1248222 - Comcast Data Cap

Date: 10/8/2016 1:57:40 PM

City/State/Zip: Minneapolis, Minnesota 55408

Company Complaining About: Comcast

Description

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

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

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

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

Ticket: # 1248232 - Change of contract terms mid-contract; still held to early termination fee

Date: 10/8/2016 2:01:03 PM

City/State/Zip: Saint Paul, Minnesota 55102

Company Complaining About: Comcast

Description

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

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

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

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

Ticket: # 1248244 - Comcast data cap

Date: 10/8/2016 2:07:26 PM

City/State/Zip: Corte Madera, California 94925

Company Complaining About: Comcast

Description

Comcast has informed me that it plans to introduce a new 1TB data cap on my connection from Nov 1. This is unfair when most websites are streaming heavy content. Such a data cap is tantamount to limiting the information I can access. Moreover in Corte Madera CA, we do not have any other options for internet access at 100 Mbps, so this is a monopolistic business practice.

As a regulator I strongly feel that FCC should investigate this unfair business practice that Comcast plans to implement and stop it.

Ticket: # 1248252 - Minnesota Comcast Data Cap

Date: 10/8/2016 2:15:57 PM

City/State/Zip: Saint Paul, Minnesota 55116

Company Complaining About: Comcast

Description

Comcast has introduced a data cap to their services, 1TB a month with no improvement to service. I won't be directly affected by this but it seems to be an extortion move to those who rely on unlimited data. Shameless money grab.

Ticket: # 1248254 - Comcast Data Caps

Date: 10/8/2016 2:16:46 PM

City/State/Zip: Portland, Oregon 97214

Company Complaining About: Comcast

Description

Comcast is implementing data caps in the state of Oregon. While they state that only one percent of their current customer base uses over 1TB of data each year, this number will only go up for other users as we start streaming 4k video and other high data applications.

This will directly impact net neutrality both now and even more in the future. Please consider looking into these data caps.

Ticket: # 1248257 - Comcast data caps and lack of competition

Date: 10/8/2016 2:17:13 PM

City/State/Zip: Vancouver, Washington 98661

Company Complaining About: Comcast

Description

Recently, Comcast announced that they would be implementing data caps in my area. While I am not currently exceeding these caps, I am very close and will expect to exceed them as more services become available. The only thing these data caps provide is a way to unfairly degrade service of 3rd party services, since Comcast's own services do not count against these caps. Having a choice in services is extremely important, and allowing providers to compete is in the best interest of the consumer. Internet should not be about restricting competition and the free flow of information. Please look into Comcast's unfair practices and take appropriate action to ensure fairness in the flow of information on the internet.

Ticket: # 1248264 - Data cap

Date: 10/8/2016 2:18:27 PM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: Comcast

Description

Comcast has imposed a data cap limit on my previous unlimited data limit for no reason. Adding a data cap limits my internet usage which imposes on several of my rights if the internet is defined as a tool, not a luxury

Ticket: # 1248267 - Data Caps**Date:** 10/8/2016 2:19:10 PM**City/State/Zip:** Las Cruces, New Mexico 88012**Company Complaining About:** Comcast

Description

Comcast has begun to implement a 1TB data cap in my state. While this cap will not affect a vast majority of consumers currently, 4k streaming media will soon be implemented, and the 1TB cap will begin to affect a larger amount of consumers. This is another way for Comcast to nickel-and-dime the consumer. I urge the FCC to act against data caps, as they are not only anti-consumer, but anti-innovation.

Ticket: # 1248272 - Comcast Data Cap**Date:** 10/8/2016 2:24:14 PM**City/State/Zip:** Portland, Oregon 97224**Company Complaining About:** Comcast

Description

Comcast is taking advantage of its monopoly over many households by imposing unnecessary data caps. While I don't currently exceed the data cap, I expect to in the future when Hulu, Netflix, etc. have more content in 4k resolution. I believe this would not be happening if there was healthy competition for internet services. In lieu of competition, I believe Comcast needs to be reined in by regulation. Please re-visit the applicable regulations, and consider banning data caps for home broadband. See the article in my local newspaper for more information on Comcast's latest action: http://www.oregonlive.com/silicon-forest/index.ssf/2016/10/comcasts_data_caps_come_to_ore.html

Ticket: # 1248276 - Comcast Data Caps in city of Houston

Date: 10/8/2016 2:25:22 PM

City/State/Zip: Houston, Texas 77055

Company Complaining About: Comcast

Description

Comcast is beginning to implement data caps in Houston, which is unethical considering the contract I agreed to did not have any implication that we would have a data cap affecting us at any point.

Ticket: # 1248295 - Data Cap

Date: 10/8/2016 2:36:05 PM

City/State/Zip: Ogden, Utah 84404

Company Complaining About: Comcast

Description

Data caps should not be allowed. Net neutrality should be preserved

Ticket: # 1248283 - Comcast data cap

Date: 10/8/2016 2:28:37 PM

City/State/Zip: Portland, Oregon 97206

Company Complaining About: Comcast

Description

I have just received a notice from Comcast which states in short that I will be placed into a consumer group which will receive a data cap. I work from home most days as does my wife, we use our connection for work purpose mainly however we stream videos from other services when we have an opportunity. As technology has increased and the United States has retained it's draconian Internet standards this cap is screaming in the face of advancement. When 4k resolution video becomes a standard, this data cap will only become an additional means to price gouge. Things like this is why the US is not even in the top ten for Internet service. I work in Computer technology for a living, and there is zero reason for Comcast or any carrier for that matter to enforce data caps, there is no precious limit of data available that they are providing and if the excuses they use such as 1% is all that will be affected, just throttle that 1% instead. The hardware is online and providing a connection if it is used or not.

Most disturbing in this all is that they clearly state that a they will inject an alert into your data traffic, while browsing the Internet, to inform you of near limit or over limit usage.

We need a better choice, we need more data freedom, not restrictions.

Ticket: # 1248286 - Comcast 1TB Data Cap**Date:** 10/8/2016 2:29:42 PM**City/State/Zip:** Spring, Texas 77379**Company Complaining About:** Comcast

Description

Imposing a data cap is just another cash grab by communications companies. In our area both AT&T and Comcast impose data caps on residential internet. The only options we have are \$50/month more for unlimited or switching to a business line, which is at least \$60/month more with similar speeds.

This is unethical, especially since more and more people (like my husband) are working from home and have to transfer large files to offsite servers. Comcast makes so much money as it is, it's not like they are losing money on providing more data to its consumers. I can no longer vote with my wallet and I cannot cancel my service because of this data cap.

Ticket: # 1248305 - Data caps by comcast

Date: 10/8/2016 2:41:31 PM

City/State/Zip: Portland, Oregon 97202

Company Complaining About: Comcast

Description

To begin, data caps serve no purpose. Data is not a consumable item like water or power, it never runs out or is used up. There is no technological justification for them, only a monetary one based on greed. To re-iterate this, there is no actual reason for the data cap except to nickle-and-dime consumers (which increases socioeconomic segregation by enhancing wealth disparity).

In addition data caps pose a real risk of letting the USA fall behind other nations. The internet isn't going anywhere, in fact with VR (and face it, VR porn), the need for an open internet will only get more pressing. Unless these data caps are stopped the USA will not develop and excel as well as other countries around the world. We will be the laughing stock of all.

One may even argue that these caps are unconstitutional, by the founding nature of the US all people are created equal and as such all data should be equal as well.

Ticket: # 1248311 - Comcast data cap

Date: 10/8/2016 2:43:36 PM

City/State/Zip: Denver, Colorado 80123

Company Complaining About: Comcast

Description

Comcast is imposing a low data cap on all users nationwide. This is unacceptable and should not be tolerated by the FCC.

Ticket: # 1248316 - Comcast Data Caps as of Nov 1st

Date: 10/8/2016 2:45:11 PM

City/State/Zip: Rancho Cordova, California 95670

Company Complaining About: Comcast

Description

As of November 1st Comcast is creating a 1TB data cap in my state of California. I believe data caps are unreasonable and the FCC should look into making such practices illegal.

Ticket: # 1248319 - Anti-competitive Comcast data caps

Date: 10/8/2016 2:47:25 PM

City/State/Zip: Edmonds, Washington 98026

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Furthermore, as many households become "cable-cutters" and move towards more competitive entertainment delivery platforms such as, but not limited to, Netflix or Amazon Prime, Comcast is using data caps as a way to indirectly be anti-competitive.

The FCC must do something to quell the anti-competitive, anti-innovation beast that is Comcast before it's too late.

Ticket: # 1248335 - Comcast's data cap

Date: 10/8/2016 2:56:49 PM

City/State/Zip: Indianapolis, Indiana 46217

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1248339 - Forced Data Cap**Date:** 10/8/2016 2:59:51 PM**City/State/Zip:** Fresno, California 93705**Company Complaining About:** Comcast

Description

I signed up for Comcast Internet about a year ago. I signed up without a data cap. I believe in June, I was given a data cap of 1TB. I do not want a data cap and I was not told I was given a data cap at all. I found it through clicking on links on my account with comcast/ xfinity. When I went back to try and find it again, it was gone. While I was in looking at my cap, it told me the cap was "upgraded" to 1TB in June 2016. Once again, I never received anything letting me know about the cap and I never signed up for internet with a data cap.

Thank you.

Ticket: # 1248340 - Comcast Data Caps**Date:** 10/8/2016 2:59:58 PM**City/State/Zip:** Fort Collins, Colorado 80527**Company Complaining About:** Comcast

Description

I am writing regarding Comcast's recent implementation of data caps on their Internet service. Although they are quick to highlight that fewer than 1% of their customers currently use more than the newly imposed 1TB cap, I have many concerns about how this model will play out in the future.

The advent of 4K video streaming, VR gaming, and other emerging technologies requiring significantly more data will quickly test the limits of this new cap. And based on their typical business practices and past behaviors, consumers are very likely to be pushed into higher usage tiers and will be paying more each month for activities that are no longer in the 1% "outlier" classification.

If (and I am still strongly opposed to this approach) Comcast adjusted for expansion of data consumption and only added a surcharge for a specific percentage (for example, 1%) of its user base rather than an arbitrary cap (such as 1TB), it would be more fair to consumers. But ultimately I believe there should not be limits, especially when so many markets have no other options for broadband service.

Please require Comcast to remove these caps until a solution is found that allows for future growth in consumption and protects consumers using broadband service in a normative fashion in the future.

Ticket: # 1248348 - Comcast will impose 1TB/month data caps 1st November

Date: 10/8/2016 3:04:22 PM

City/State/Zip: San Francisco, California 94133

Company Complaining About: Comcast

Description

My only choice of internet provider, Comcast (Xfinity) sent me a note informing me that there will be a 1TB data cap from November 1st onwards, and that to get truly unlimited bandwidth I have to pay \$50 extra dollars per month.

Although I do not routinely use 1 TB per month, I do sometimes upload a large amount of heavy pictures (RAW files) to my online backup provider, in which case I will use more than a TB in a month.

I believe this enforment is:

- Against the open internet and net neutrality rules
- Takes advantage of the monopolistic position Comcast enjoys in my area, as I have no other alternative for high-speed internet in my location.

On top of that, on the email they inform me that they will include in-browser "courtesy notifications" I am reaching my data limit, which I believe it's only possible if they do HTTP packet sniffing & modification which I am not entirely sure it's legal either. I do not want my ISP modifying or looking into the HTTP packets I am consuming.

Thank you,

(b)

Ticket: # 1248354 - Comcast data caps in Houston, Texas

Date: 10/8/2016 3:05:56 PM

City/State/Zip: Houston, Texas 77054

Company Complaining About: Comcast

Description

Comcast is rolling out new restrictions on existing customers with existing, no limits, internet service plans. Taking the form of a 1 TB data cap, these restrictions do not appear to be tied to actual infrastructure limitations or tied to innovation and growth plans. The customers most likely to be harmed by the 1TB data caps are those who stream video content, which directly competes with Comcast's television services and their acquisitions in broadcast media entertainment. Additionally, this hampers innovation and proliferation of 4k resolution and high frame rate video content on the internet.

Ticket: # 1248355 - Comcast data caps**Date:** 10/8/2016 3:06:04 PM**City/State/Zip:** Lathrop, California 95330**Company Complaining About:** Comcast

Description

Hello! I'm writing this because just yesterday Comcast has announced that they plan to enforce the 1tb data caps which were previously unenforced. I'm complaining about this because this is a stupid limit and causes people who use services that use a lot of data (and are competitors with cable tv such as Netflix) to hit that cap causing them to pay overage charges. Think about people who work from home, they rely heavily on data heavy services such as video calling for their business. Think about people like myself who enjoy data heavy services such as Netflix or Youtube. My whole family uses these two services heavily for not only for entertainment but also for educational purposes. This is a discriminatory jab towards those services and it really hurts to see that probably nothing will be done. Comcast is stating that only 1 percent of people actually use 1tb and while they may be correct on that, what happens when 4k streaming and 4k video uploading catches on? That one percent statistic is based on the fact that many people still have 720p or 1080i/p televisions/monitors. Right now the standard is 1080p but in the coming years it is suspected that 1440p or 4k will become the standards for PC use/streaming respectively. What happens then? Will Comcast raise the data cap according to how much you use on average or will they pull another fast one like this and raise it according to what they believe is the correct amount of data. I believe that in the society we live in today, where places like Japan offer 2000 mb/s speeds for 40 dollars with no caps, we shouldn't be subjected to caps. The reason why I got wifi is because I was tired of getting warnings about my data usage from my mobile carrier after two or three videos. Now I have to worry about this stupid cap as well? Tell Comcast and other internet providers that data caps are unethical and wrong, and get rid of them.

[Ticket: # 1248365 - Stop Comcast from enforcing data caps with an additional overage charge](#)

Date: 10/8/2016 3:10:24 PM

City/State/Zip: Palo Alto, California 94306

Company Complaining About: Comcast

Description

Comcast announced that starting November 1st, they will be enforcing data caps and applying an additional overage charge (\$50/month extra) to get the unlimited Internet those plans always had. This is a degradation of the service I pay monthly and a change of terms without my approval.

Ticket: # 1248372 - Comcast's Force of Data Caps

Date: 10/8/2016 3:11:12 PM

City/State/Zip: Polo, Illinois 61064

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1248374 - Internet Data Caps from Comcast**Date:** 10/8/2016 3:11:26 PM**City/State/Zip:** Fairfield, California 94534**Company Complaining About:** Comcast

Description

I've recently received an email from Comcast stating that they will use data caps on my internet service. I have not given them permission to do so. When we signed up for the internet service about a decade ago, there was no such thing as data caps. Since I signed up for internet service, I have not agreed to any contract changes, and Comcast is changing their terms of service without my permission.

I understand that a terabyte of internet data is a lot for most people at this point, but it concerns me that Comcast is doing this in the first place. It seems to me that they are trying to stifle the "cord cutters" because these people that canceled their cable subscriptions will undoubtedly be using more internet bandwidth than the average consumer by streaming content like videos. 4K video will use even more bandwidth than what current 720/1080p videos use.

I don't agree with the precedent that Comcast is creating by using data caps. I don't like that there is a lack of competition between internet providers in my area of Fairfield California.

Ticket: # 1248408 - Comcast data caps**Date:** 10/8/2016 3:24:15 PM**City/State/Zip:** Salt Lake City, Utah 84103**Company Complaining About:** Comcast

Description

Comcast has recently informed me that they are going to begin enforcing a one terabyte data cap in my area. For the past five years that I have been a customer of Comcast the data cap has been disabled and was never part of their advertisements. If you checked your account online, you could find the cap listed, 250 GB in my case, but it was listed as disabled.

Yesterday, I was informed that there will now be a cap of 1 terabyte on my account. I am currently on a one year contract for 150 megabit per second internet. That means that if I were to use my internet service at the full advertised speed for 15 hours in a month, I would exceed the data cap. That is outrageous.

This is akin to advertising a television package with 200 channels, but you only get to watch them for a total of 1/2 day per month. There is no technological requirement for data caps. The amount of data that Comcast can provide their customers at any one moment is limited by the bandwidth of the cable that they have in my area, which is why they advertise their services based on the speed at which you can download per second. In my case, 150 megabits per second. This limit stops me from impacting their other customers ability to use their service. A monthly data cap does no such thing.

In the case that I do exceed the data cap, I will be charged \$10 for every 50 gigabytes over the cap, up to \$200 per month. Or, I can pay an extra \$50 per month to make my plan an unlimited plan.

Why has this not been a problem in the past? Why is it that now Comcast needs to limit the amount of data their customers can download per month? It hasn't been a problem for the past five years when they decided to not enforce their unadvertised data caps. What technological, verifiable, reason can they give? I would like to hear those reasons, because frankly, I don't think they exist.

Ticket: # 1248413 - Comcast - Data Usage Caps

Date: 10/8/2016 3:28:27 PM

City/State/Zip: Fair Oaks, California 95628

Company Complaining About: Comcast

Description

While Comcast has raised their data caps from 300 GB to 1,024 GB, knowing most will not exceed the 1,024 GB (1 TB) limit; it is a ploy for future control. If currently 99% of customers would not exceed the 1 TB limit, then why implement such a limit? I can tell you why. It is for future increased bandwidth required for 4K HDR video, knowing full well that most will hit the limit in the future. The infrastructure can support 4K HDR video, without imposing data caps, as proven by leaked memo from Comcast that was reported. Imposing data cap restrictions will hurt video streaming services such as Netflix, Vudu, Amazon, etc. And it will hurt the consumer in the long run.

Respectfully,

(b) (6)

Ticket: # 1248456 - Comcast surprising us with data caps

Date: 10/8/2016 3:52:13 PM

City/State/Zip: Minneapolis, Minnesota 55418

Company Complaining About: Comcast

Description

I have been a customer of Comcast for over 2 years and now have been blind-sided by the blatantly anti-consumer choice to introduce data caps in my home town of Minneapolis. Research has proven that data caps are not a technological necessity for ISPs but rather a business decision that does nothing but scam money from consumers. Do not let this monopoly take advantage of its customers who have no other options for internet providers. I will be forced to pay more for a service that has decreased in usability.

Ticket: # 1248462 - Data cap restrictions on home internet

Date: 10/8/2016 3:55:09 PM

City/State/Zip: Houston, Texas 77024

Company Complaining About: Comcast

Description

Comcast has recently implemented a data cap on home internet plans which has been previously advertised as unlimited. Data cap was announced with minimal lead time.

Ticket: # 1248464 - New Comcast 1TB data cap

Date: 10/8/2016 3:55:43 PM

City/State/Zip: Seattle, Washington 98109

Company Complaining About: Comcast

Description

Comcast uses the fallacy of "only 1% of all users go over 1TB/month anyway" to justify adding this data cap to their service, but first of all, it is already extremely easy for families to go over 1TB as it is, and secondly, with video qualities getting better (4k becoming standard very soon) the amount of data usage is going to skyrocket. The data we are currently using will most likely triple and Comcast knows this. They are putting this 1TB cap in place now and it won't be enough in the near future, so people will have to pay an extra \$50 to get what they had before. This is unacceptable, unjustifiable, and unlawful. Something needs to be done to stop this.

Ticket: # 1248469 - Data Caps**Date:** 10/8/2016 3:59:12 PM**City/State/Zip:** Beaverton, Oregon 97005**Company Complaining About:** Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1248476 - Comcast Data Cap

Date: 10/8/2016 4:04:13 PM

City/State/Zip: Bothell, Washington 98012

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1248485 - Data caps on internet

Date: 10/8/2016 4:10:04 PM

City/State/Zip: Shakopee, Minnesota 55379

Company Complaining About: Comcast

Description

I am complaining about the implementation of data caps by Comcast. I believe they are practicing unfair pricing and policies regarding this matter. Their base argument, that "people who use more pay more" is objectively false, because if I only use 100 GB of data a month, I'll be paying the same as someone who uses 900 GB of data.

Ticket: # 1248491 - Comcast Data Caps

Date: 10/8/2016 4:15:51 PM

City/State/Zip: Pontiac, Michigan 48340

Company Complaining About: Comcast

Description

Comcast has begun to enforce a restriction on how much data I may use a month. Nowhere in my contract does it state that my services would be limited due to the quantity of the services I receive should I consume more than a certain amount of data, or that I would be subject to fines and penalties should I consume more than a certain amount of data in a predetermined scheduled billing cycle of approximately 30 days (1 month).

A high ranking engineer for Comcast even stated that caps are a business decision, not an engineering decision. Comcast states that the data cap is imposed to ensure all users in my area receive the same high quality service. Data usage per month does not slow users down during peak usage times, more users using the service does. Knowing this fundamental truth, it is easy to see that Comcast is only imposing these data caps to increase how much money they receive from customers without improving services being rendered.

This is a sneaky and underhanded tactic that should not be allowed. My monthly contract is for the speed of which I am connected to the internet, not how much data I consume a month. To say that high data usage equates to lower quality of service overall is laughable.

[Ticket: # 1248494 - Comcast data caps](#)

Date: 10/8/2016 4:17:09 PM

City/State/Zip: League City, Texas 77573

Company Complaining About: Comcast

Description

Comacast has issued a data cap in my area

Ticket: # 1248497 - Comcast Data Caps**Date:** 10/8/2016 4:19:41 PM**City/State/Zip:** Minneapolis, Minnesota 55426**Company Complaining About:** Comcast

Description

Comcast recently announced their plan to roll out data caps to the Minneapolis/St. Paul area which affects me. Since they are the only company that provides stable high-speed internet in my area, I'm a customer and will be affected by this. They are implementing a data cap that provides no added value, a data cap that could be reached by me using my internet connection at its advertised speed for 16 hours. There is no technical reason for this data cap, as evidenced by public comments from Comcast executives; it is simply an abuse of their monopolistic market position. I firmly believe that this will limit progress and innovation by creating an artificial "scarcity" of internet data. By treating data as a finite resource, companies will be unable to innovate in ways that would consume larger amounts of data without paying to "zero-rate" services. It creates a market for further net neutrality abuses where there was none before. Data caps place Comcast in a position to abuse their market position as a cable TV provider since alternative services are provided over the internet. It discourages people from "cord-cutting" and using online video services. This is particularly troublesome since Comcast's current justification for the size of the data cap cites how many hours of "HD video streaming" you can stream with this cap; however, as higher definition 4K video stream services roll out, those quoted numbers are reduced by an order of magnitude and Comcast can then, once again, abuse it's position as both the internet and cable TV provider to capture the 4K video market. I am extremely worried about the long-term impact of data caps.

Ticket: # 1248503 - Internet data cap

Date: 10/8/2016 4:25:22 PM

City/State/Zip: Portland, Oregon 97239

Company Complaining About: Comcast

Description

I believe strongly against any such data cap being implemented as cable companies already make an insane profit margin on the internet and tv services they offer while not continuing to improve our services at any reasonable rate or compete against other companies in the area. Not only that but Comcast refuses to pay any taxes or fees the government may have them pay to broadcast things and instead have their customers foot the bill for these charges. Cable companies also have not rolled out fiber or been in direct competition with one another since the 1996 telecommunications bill was passed and instead have encouraged or allowed for virtual monopolies to occur and their share of the market continue to grow. This has allowed our cable bills to continue to rise and for them to somehow think it right and just to try and cap our usage now. This is in large part because of people dropping the over priced TV services they offer and getting it from other services like netflix, hbo, hulu, youtube, or other major streaming services. Rather than compete they strangle the competition by making it pricey for their customers to enjoy this content or even try to throttle the connection to them to make those services unusable.

Even though they say the data-cap should only hurt 1% of their users the idea in it self is asinine. If they at all had anything in mind besides profit in wanting to cap our data they should lower the rates all around and for those that need unlimited have their bills stay the same and not try to offer unlimited data for another \$50 a month and somehow pass off what would be a rather large bump in a bill as reasonable especially when data isn't a limited resource if they have already invested in maintaining the proper infrastructure to accommodate the area and plan to do so in the future which they clearly shown isn't at all what they would like to do. 1 Terabyte may seem like a lot of data today and may end up really only hurting that 1% of users for a while but the way we consume media and the way we use the internet in our day to day lives is constantly changing imagine if data caps had been used in the past and the company said 1 Gigabyte is a lot of data only 1% of our users use that much in a month when dial up was the norm that isn't an internet friendly policy and if that was what they did back then I could only imagine how archaic our internet would be today 1 GB of data is something we go through in a few videos today without thinking about it while even 20 years back that may have been seen as crazy. 1 TB today may seem like a lot but eventually more and more user will be effected by it and cable companies will be slow to raise it intentionally because their lack of action would ensure larger profits rather than proper competition and innovation from them and their competitors. The only large name out there at the moment stirring things up is google and that is pitiful especially in America.

Ticket: # 1248512 - Comcast data caps

Date: 10/8/2016 4:29:41 PM

City/State/Zip: Russell, Pennsylvania 16345

Company Complaining About: Comcast

Description

Data caps on wireless and wired internet are unfair in every way. Everyday our world becomes more dependent on data. Every aspect of our lives is driven by more and more data and by putting a cap on data will restrict our lives and slow the progress of our nation just for greed. They are bleeding us dry penny by penny. The USA is already falling way behind compared to other countries as far as speed and yet cost so much more. This is a issue the FCC needs to look at very closely because these caps will effect everyone in just a few years!!

Ticket: # 1248521 - Comcast Data Caps

Date: 10/8/2016 4:36:34 PM

City/State/Zip: Indianapolis, Indiana 46254

Company Complaining About: Comcast

Description

If internet is supposed to be regulated like a utility, what due diligence has been paid toward determining fair use if said utility? I ask because Comcast is going to be slipping in data caps for my service area, without prompting a resigning of our agreement, and it feels an awful lot like an extortion charge. Make a change on this, or we will bring someone else in who will.

Ticket: # 1248519 - Comcast Data Usage Plan

Date: 10/8/2016 4:35:09 PM

City/State/Zip: Eugene, Oregon 97402

Company Complaining About: Comcast

Description

I recently was informed through Comcast that my Internet plan would soon have a cap for data at 1TB. I signed up for a 12 month plan that did not include a cap yet Comcast is now changing the terms of the plan instead of waiting until the term completed.

Comcast is able to provide a much higher quality of service (compared to what consumers can find elsewhere in the world) yet they choose to maximize profit. There is no significant cost operating difference in offering faster internet speeds and no data caps. The lack of market competition is a severe detriment to consumers.

[Ticket: # 1248525 - introducing new data caps](#)

Date: 10/8/2016 4:40:07 PM

City/State/Zip: Belleville, Michigan 48111

Company Complaining About: Comcast

Description

comcast notified me that are imposing a 1TB data cap after I dropped the "triple play" phone/tv/internet package and changed to an internet only package.

Ticket: # 1248528 - Comcast Data Caps**Date:** 10/8/2016 4:43:15 PM**City/State/Zip:** League City, Texas 77573**Company Complaining About:** Comcast

Description

They are imposing new Data caps and issuing out false data usage through email. They are requiring customers to accept new rates based on data caps. I have only been a customer for 4 months and my bill has gone up 12%. I am also not receiving the Mbps I am paying for, which I found out by running my own speed tests and when I called their customer service they told me that I was. This company is so unethical but I have no other choice for ISP in my area. They are forcing me to upgrade my plan or pay hefty usage fees based off of their bogus usage data in which I come nowhere near the cap.

Ticket: # 1248537 - Newly Imposed Data Caps**Date:** 10/8/2016 4:47:22 PM**City/State/Zip:** Alvin, Texas 77511**Company Complaining About:** Comcast

Description

Comcast will be enforcing a One (1) Terabyte data cap for my account others in in my surrounding area starting November 1 , 2016. This infringes on my right to any and all data legally accessible via my ISP (Comcast) by charging me to access information that is available to the public at no cost and those required by subscription. The decision to impose this restriction is based purely on greed and the knowledge that having internet in a home has become a basic requirement for applying for jobs, gathering contact information, making payments, and much more, has put the consumer at a disadvantage along with their dominance of the market making it impossible for most consumers to even choose another ISP.

Ticket: # 1248562 - Comcast's new data caps

Date: 10/8/2016 5:08:09 PM

City/State/Zip: Houston, Texas 77007

Company Complaining About: Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information. Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Ticket: # 1248550 - Comcast XFINITY 1 Terabyte Data Cap**Date:** 10/8/2016 4:56:54 PM**City/State/Zip:** Lynnwood, Washington 98036**Company Complaining About:** Comcast

Description

Comcast is implementing a new internet data usage plan starting on November 1 2016, which puts a 1 terabyte(TB) cap for internet usage. If customers use more than 1 TB within the allowed period, customers will be charged an extra amount of money. Comcast is telling its customers that 1 TB is a lot of data that the majority will not reach, but they are not 100% correct. 1 TB is a lot now, but it will become a small amount in the near future, just like how 1 gigabyte was a lot in the past, but is very minimal now. Technology is constantly evolving and improving, and it is happening very fast.

Online entertainment is becoming to require more data due to the increase in quality as well as how often it will be used, as more and more people are switching to online streaming from television networks. 4K TV has been introduced and now more people are using it, but a lot of streaming medias do not support the technology yet. When they do support 4K TV though, the streaming medias will take up a lot of data usage, and 1TB of data will become the standard, and then a small amount, and that time will be coming very quickly.

No company that has any affiliation to online communications should put a data cap on its customers, because technology just advance too quickly in this time. Comcast is known for the low quality of service it provides to its customers, and this data cap should not be allowed.

Ticket: # 1248554 - Comcast imposing data caps

Date: 10/8/2016 4:57:52 PM

City/State/Zip: Decatur, Georgia 30030

Company Complaining About: Comcast

Description

I am stuck in a comcast only region, and although many of their cable lines were funded by congressional approved funds, they charge outlandish rates, constantly give incorrect fees that can only be challenged through hours of time with customer disservice, and now they want to impose data caps.

This is horrible that the government has impowered a cable monopoly to slow down the progress of our country in the number 1 most important human development in the last 100 years, the internet. If we continue to let Comcast do what it wants to Americans, we will fall behind as a country.

Thank you,

(b) (6)

Ticket: # 1249752 - Comcast 1TB Data Cap Affects Parents / Nest Cam

Date: 10/9/2016 6:41:03 PM

City/State/Zip: Mountain View, California 94043

Company Complaining About: Comcast

Description

TL;DR: Comcast is rolling out a 1TB data cap nationwide. A standard 3-pack of Nest Cameras (baby/nanny monitor, home security) can use over 1TB per month by itself (detail/source below). This cap unreasonably affects parent and those concerned with home security. Comcast is a monopoly, it should be forced by the FCC to provide internet for reasonable purposes, like this, at a reasonable cost (instead of an extra \$50/month or \$600/year for unlimited usage).

This will prevent me from being able to watch my baby and secure my home using the very standard Nest Camera (with Nest Aware video recording). This seems like a pretty reasonable use of the internet I pay for, and so I think their cap is totally unreasonable. If Comcast wasn't a monopoly, and my only choice, this kind of cap would not be possible.

Nest home security cameras (in our case, for nanny/baby watching) come in 3-packs. They are default on "Auto" image quality, which is up to 1080p. When you install them on the ceiling, you see you need 1080p HD to see what's going on (for us, if the baby is breathing). On their website, Nest says that its standard video recording feature, Nest Aware, based on amount of activity, data needs are 180GB-480GB (720p) or 420GB-1140GB (1080p) for the set of 3. (Source: <https://nest.com/support/article/How-much-bandwidth-will-Nest-Cam-use>).

I don't know what the range means (they say for "max activity"), but this simple 3-pack nanny-camera can potentially bring me above the data cap on its own!

To summarize, this is differentially affecting PARENTS WHO WANT TO WATCH THEIR BABIES, OR SECURE THEIR HOMES, which seems like a pretty reasonable use of internet. This data cap should be set at e.g. 10TB for people who are using it illegally for business purposes, not normal people who are trying to maintain safety at home.

Thank you for reading.

Ticket: # 1248596 - Comcast Data Cap**Date:** 10/8/2016 5:33:51 PM**City/State/Zip:** Bedford, Indiana 47421**Company Complaining About:** Comcast

Description

As of November 1, 2016 Comcast will be initiating a data cap onto my account. Before I even signed up with Comcast, they assured me that my account wouldn't be subjected to a data cap. This, however, has turned out to be a flat out lie. Now I'm forced to deal with this situation until the end of my contract, because of early cancellation fees. I do not have cable television and stream all of my media through the internet. They are punishing customers who only want to sign up for their internet services and do not want to sign up for their cable tv services. It is unfair and downright shady tactics.

Ticket: # 1248581 - Comcast / Xfinity 1TB data cap

Date: 10/8/2016 5:16:23 PM

City/State/Zip: Spokane, Washington 99223

Company Complaining About: Comcast

Description

Data caps are not due to bandwidth scarcity.

They are anti competitive.

Tool to punish cord cutters and recoup lost income from them.

Against open Internet.

There is no ISP who compete. Comcast / Xfinity dominates our area.

There is also mentions of in-browser pop-ups, which would be altering data packets.

Ticket: # 1248586 - Comcast Data Caps**Date:** 10/8/2016 5:24:19 PM**City/State/Zip:** Albuquerque, New Mexico 87112**Company Complaining About:** Comcast

Description

Comcast announced recently that they are implementing 1GB data caps for all of their internet customers nationwide. In an era where the internet provides not only information and entertainment, but necessary services, for hundreds of millions of people, this is unacceptable.

It would be fine if there were any competition in the market, but as it stands now, Comcast is the only acceptable choice for internet service for large numbers of people in the United States. In many areas, they have an effective monopoly. And now they are leveraging that monopoly to stomp out innovation in the form of streaming TV providers like Netflix. They hope that if it becomes too costly to get our TV over the internet, we will give in and buy their dedicated cable TV services instead. For many people, they will be right.

This is grossly anti-competitive behavior, and it violates the spirit of Net Neutrality that the FCC is fighting so hard to uphold.

Ticket: # 1248603 - Comcast's Data Cap

Date: 10/8/2016 5:37:30 PM

City/State/Zip: Santa Rosa, California 95407

Company Complaining About: Comcast

Description

Comcast notified customers on 10/7 of a terabyte data cap. The number itself is arbitrary, it could be 100 megs or 100,000 terabytes. Regardless, a data cap infringes on an open internet - the free flow of information without censorship. Data caps should be illegal. The FCC should prevent companies from using data caps unless it's proven that it's a necessity for the safety or security of our country.

Ticket: # 1248622 - Comcast implementing a 1 terrabyte data cap

Date: 10/8/2016 5:51:41 PM

City/State/Zip: Eugene, Oregon 97404

Company Complaining About: Comcast

Description

Greetings,

I'm a internet user and I work from home. I stream a lot of data during my work. Comcast is planning on, next month, implementing a 1 terrabyte data cap on my account along with the rest of my state. Now I don't anticipate this impacting my ability to work, I do feel that this is a move by a monopolistic corporation to acquire more money from their clients through extremely underhanded means.

If comcast is so concerned about an impact to their infrastructure, they should consider investing some of the billions they have in cash reserves to upgrading their infrastructure rather than limiting their customers and charging them an additional \$10/50GB.

I work in the cyber security industry and I can tell you already that internet prices are already too inflated (the cost to implement the services has long been met and exceeded). To put this in place will only hurt families and businesses in the long run due to mere corporate greed.

Please force internet service providers to not limit data - internet usage is now a common utility much like power and water and should be treated as such.

Ticket: # 1248630 - Comcast Data Cap

Date: 10/8/2016 5:56:14 PM

City/State/Zip: Salem, Oregon 97306

Company Complaining About: Comcast

Description

1TB data cap doesn't work in a streaming world. Need to pay for a speed and that is it. Data caps should have nothing to do with it.

Ticket: # 1248635 - Comcast data caps and no competition

Date: 10/8/2016 5:59:03 PM

City/State/Zip: Saint Paul, Minnesota 55104

Company Complaining About: Comcast

Description

The data caps will limit my ability to watch netflix or use other streaming services without paying unreasonable charges. I believe that Comcast's practices are unfair and uncompetitive.

Ticket: # 1248636 - Comcast Data Cap Just Imposed

Date: 10/8/2016 5:59:07 PM

City/State/Zip: Springville, Utah 84663

Company Complaining About: Comcast

Description

Comcast in my area (Springville UT) just imposed a Data Cap on my service. In Provo, less than 2 miles away, this is not the case because they compete directly with Google Fiber. There is a lack of broadband availability where I live. I have strong feelings that internet needs to be regulated as a public utility. It is now just as necessary as power or water for most people (me included) for work, school, and all other needs the internet satisfies.

Ticket: # 1259647 - Comcast Data Caps

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

City/State/Zip: San Jose, California 95148

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Thank you for taking the time to read this.

Ticket: # 1248696 - Comcast Data Caps**Date:** 10/8/2016 6:50:48 PM**City/State/Zip:** Spokane, Washington 99224**Company Complaining About:** Comcast

Description

I wish to lodge an official complaint regarding Comcast's new data caps and request the FCC's assistance in abolishing them. The reasons for this are numerous:

--In many areas where Comcast operates, there are no comparable competitors (like in my area). With no competition, there's nothing to drive innovation or create incentive for lower costs, meaning their monopoly keeps customers locked in, unless we make the insane choice of disconnecting our internet service (which, in this modern world, is simply not an option).

--While 1 terabyte as a cap for data may seem high for many subscribers (I'm still skeptical that only 1% of their subscribers exceed that amount), the future will only see more platforms switching to digital delivery or streaming, such as for software, videogames, and movie/episode downloads. Furthermore, as prevalence increases for 4K media and other high-bandwidth formats, the amount of data needed to stream the same amount of material will only increase. 1 TB will not be a high enough cap for most, and that time will likely come sooner rather than later.

--For a virtual "commodity" like data, Comcast incurs no more material or network cost for delivering 1 GB of data to my house versus 1 TB. Does this mean surcharges will later be implemented for people who watch more than a set number of hours of cable-television programming?

--Comcast's move also threatens net neutrality. While they'll profit from subscribers who exceed the 1 TB data cap, this also opens the door for them to omit certain types of data from counting against monthly caps. They could earn substantial subsidies from large companies or content providers for not counting data from certain sites against their customers' monthly caps. Like I said before, while 1 TB may be high by many customers' standards today, the growing bandwidth requirements (that will only keep growing) may drive consumers away from sites and content that could cause them a surcharge. This would undoubtedly allow the megagiant Comcast to control or significantly influence the flow of traffic to the detriment of many smaller sites or content providers. ("Getting close to your monthly data cap? Don't shop at YourTown'sBookstore.com -- shop at Amazon.com and enjoy no monthly data incursions!")

Even if Comcast is right and only 1% of customers will see an impact from this change in policy, I hope the FCC recognizes that the future will likely be very different, and that this Comcast-cash-grab is ultimately a slippery slope that will lead to unnecessary corporate control of a free and open internet.

Thank you in advance for your time and consideration of this matter.

Sincerely,

(b) (6), MFA

Ticket: # 1248716 - Comcast data capping

Date: 10/8/2016 7:11:36 PM

City/State/Zip: Lynnwood, Washington 98087

Company Complaining About: Comcast

Description

Comcast is instituting a 1TB data cap in our area (among many others) that presents serious concerns as technology improves and streaming bandwidth will drastically rise. While 1TB sounds generous in quantity right now, it is opening the door to paying per GB and ultimately lower caps which would ultimately impede on free/open access to the internet.

Ticket: # 1248742 - Comcast - Data Caps

Date: 10/8/2016 7:30:54 PM

City/State/Zip: West Jordan, Utah 84088

Company Complaining About: Comcast

Description

Comcast is setting up data caps in my area. This wasn't an agreement in the original contract, nor is it ethical to place such restrictions on customers in an increasingly data heavy time.

Ticket: # 1248701 - Data cap Comcast

Date: 10/8/2016 6:54:27 PM

City/State/Zip: Jacksonville, Florida 32216

Company Complaining About: Comcast

Description

Comcast is using data caps to try and force people to pay for cable. They have already targeted Netflix and other streaming services in the past. They already have an effective monopoly because satellite internet is borderline unusable., so I can't switch.

Ticket: # 1248711 - Data Caps

Date: 10/8/2016 7:08:44 PM

City/State/Zip: San Mateo, California 94403

Company Complaining About: Comcast

Description

I received an email that Comcast intends to impose a data cap on my internet service. I specifically said when I signed up for the service that I would not agree to any data haps.

Ticket: # 1248713 - Comcast data caps

Date: 10/8/2016 7:10:55 PM

City/State/Zip: Grand Rapids, Michigan 49512

Company Complaining About: Comcast

Description

Recently comcast has instituted data caps in my market. Unfortunately I am unable to speak with my wallet due to the limited availability of alternative high speed internet access in my area. I am very disappointed that the FCC has not shown stronger support for net neutrality.

Ticket: # 1248717 - Data Cap

Date: 10/8/2016 7:12:42 PM

City/State/Zip: San Jose, California 95123

Company Complaining About: Comcast

Description

Comcast has instated a data cap on my internet service. I feel this is an unfair change to my service since it wasn't what I signed up for, but due to the lack of providers in my area, I have no other reasonable option.

I feel this move is motivated by monopolistic intentions to fight cord cutters. As people transition to 4k video streaming, the current data cap of 1024 GB will only allow less than five hours of streaming per day (based on data from Netflix that 4k streaming uses around 7 GB/hour). With the average American watching 4.3 hours of TV a day (Nielsen), a household will quickly run over this limit. Naturally, Comcast's own TV streaming service doesn't count against the data cap.

I urge the FCC to protect the Internet from data caps to maintain an open and neutral internet that encourages innovation.

Ticket: # 1248720 - Comcast 1TB data cap

Date: 10/8/2016 7:15:20 PM

City/State/Zip: Katy, Texas 77450-6706

Company Complaining About: Comcast

Description

The announced 1TB data cap by Comcast is an unfair money grab. Having overcharged for their cable TV services, they forced consumers such as me to seek lower cost streaming options. Now they are trying to penalize the consumer rather than offer a competitive option. The FCC needs to insure the American consumer is not compromised by these ongoing deceptive practices

Ticket: # 1248723 - COMCAST DATA CAP 1 TB

Date: 10/8/2016 7:18:52 PM

City/State/Zip: Bellevue, Washington 98008

Company Complaining About: Comcast

Description

I am cancelling my service with COMCAST for implementing a 1 TB data cap on normal service.

This is an act of war on the protections consumers have had in the United States for internet commerce.

Ticket: # 1248730 - Comcast Data Caps**Date:** 10/8/2016 7:21:22 PM**City/State/Zip:** Minneapolis, Minnesota 55419**Company Complaining About:** Comcast

Description

I lodging a formal complaint about Comcast changing my services and placing a limit on my data. Comcast has steadily increased our bill over the past two years and has not provided us with formal warnings and appropriate notices to changes in our pricing increases. Now I have received a notice that a 'data cap' has been implemented and that Comcast has told me it will be injecting data into my browsing which I believe is a violation of my rights as the data is not a part of the website I was requesting and I cannot trust that the data is safe nor is the data accurate. Comcast cannot guarantee that its 'injection' of notifications will not directly harm my privacy or safety while browsing the internet.

Likewise they will be charging higher priced overages for any data passed the limit. I currently pay about \$80 per month. Assuming, a terabyte of data is 1,024 gigabytes and Comcast values overages at \$10 per 10 gigabytes. Under these new terms 50 gigabytes while in the 'data cap' Comcast values at less than \$4 per 50GB, but after the data cap, Comcast increases the value to \$10, a 150% increase.

I urge the FCC to condemn Comcast for creating unnecessary limits that were not imposed previously, for creating a false, escalated value for the data served by the company and for potentially injecting potentially disruptive data and other materials into any website that can interrupt my use of its services.

Ticket: # 1248746 - Comcast data caps

Date: 10/8/2016 7:32:30 PM

City/State/Zip: San Jose, California 95161-2632

Company Complaining About: Comcast

Description

Yesterday (07Oct2016), Comcast sent an email to its customers announcing a 1TB data cap on all home plans (and a penalty for use above that amount). As a home user who uses approximately 2TB per month already with backups and updates, this is an egregious act which threatens to double my access fees, and is a slap in the face to all its customers, especially as 4k video streaming becomes much more common. Make no mistake, this may "only affect a small amount of users" now, but as technology improves, more and more users will be under the gun. Likewise, who's to say Comcast won't decide to lower its cap later, especially as its Stream TV service (which Comcast does NOT include under the cap) gains a larger spotlight in its overall strategy? This is effectively an attempt to control what I do with my connection to the world, and I trust that something will be done about it. Thank you for your attention.

Ticket: # 1248753 - Comcast Data Caps**Date:** 10/8/2016 7:34:24 PM**City/State/Zip:** Seattle, Washington 98105**Company Complaining About:** Comcast

Description

I'm writing to complain about Comcast instituting data caps. We already pay some of the highest fees in the world for an internet service that isn't even in the top 25 for performance. The addition of data caps appears to be anticompetitive particularly against streaming media providers such as netflix and amazon prime, where we watch a significant amount amount of content. In addition, as a physician, I depend on internet for access to patients' charts and some of this information, including radiology images, takes up a significant amount of data to receive at my home.

Ticket: # 1248763 - Comcast Data Cap & No Competitor Option**Date:** 10/8/2016 7:40:48 PM**City/State/Zip:** Lehi, Utah 84043**Company Complaining About:** Comcast

Description

Recently, I was notified that Comcast is implementing a 1TB data cap limit for my wired internet service. This is unfair, and I hope the FCC will look into Comcast for unfair business practices. Comcast owns the entire market as well, since there are no other options at my house with the same offering. Comcast needs to either stop trying to limit my and my family's ability to access the internet and information, or they need to be turned into a regulated entity like all the other public utilities. It is unfair for them to be the only option and then to gouge its customers for as much money as they want.

Ticket: # 1248792 - Comcast Data Caps**Date:** 10/8/2016 8:07:43 PM**City/State/Zip:** Ypsilanti, Michigan 48197**Company Complaining About:** Comcast

Description

Starting November 1st, Comcast will roll out 1 TB/month data caps to my service area. In addition to this, they are offering unlimited internet for \$50 more a month, which is 50% more of what this household is paying for Unlimited Internet to begin with. I feel that this is extortion to the highest degree, offering me lesser service (1 TB/month) for the same price as my previous service (unlimited). I'm a gamer, and if I download 4 games a month, each at 50 GB, that's already 200 GB of my data used. This is absolutely wrong and I feel this is nothing more than a cash grab since there's no reason not to provide unlimited internet.

Ticket: # 1248768 - Comcast Datacap

Date: 10/8/2016 7:48:17 PM

City/State/Zip: Fort Wayne, Indiana 46805

Company Complaining About: Comcast

Description

Comcast has just rolled out a data cap for my region (1TB/mo) and violating it results in some serious financial penalties. Price Discrimination in the area. Apparently that's something they can do to contract holders at will now?

Ticket: # 1248769 - Comcast Data Caps**Date:** 10/8/2016 7:48:26 PM**City/State/Zip:** Jacksonville, Florida 32246**Company Complaining About:** Comcast

Description

Comcast has recently announced that they are expanding their 1 terabyte data cap to North Florida starting on September 1st. They have given their existing home customers less than one month's worth of notice that this major billing change has taken effect. Normal home users will be severely impacted by this change because they will no longer be able to browse the internet freely. The question of whether or not they have the data available to watch this video, or look at this site, or enjoy an evening with the kids watching a movie on Netflix. This is a change that will dramatically impact normal families.

Comcast also does not provide an itemized bill for data usage. We are told that we have to rely on "Their Meter" because it is "100% accurate." Users that have tried to track their own usage have found that there can be significant discrepancies between what their tracking has shown and what Comcast's meter has reported that they have used. There is no point in trying to fight the charge because Comcast will just tell you that their meter is 100% accurate.

Comcast is shoving this change down our throats now, when less than 1% of their user base will go over the 1 terabyte data limit, because they are playing the long game. They have advertised that the Docsis 3.1 modem that we all have in our homes is truly capable of over 1 Gb speeds. They have it rate limited now but users will continue to demand more speed and Comcast will be happy to give it to them. What Comcast won't do is up the 1 terabyte data cap when it needs to. They are attempting to bill their customers twice without providing them any additional service.

Customers often don't have many choices when it comes to their internet provider. They usually have 1 or 2 choices for a given market. I currently can choose between Comcast and AT&T. When citizens do not have a choice in the market it is the responsibility of our government to protect us from business preying on people within their local monopoly.

Ticket: # 1248786 - Comcast Data Cap.

Date: 10/8/2016 8:03:22 PM

City/State/Zip: Grand Rapids, Michigan 49504

Company Complaining About: Comcast

Description

Comcast is soon to implement data caps of 1TB in my area and are forcing users to pay an additional \$50 per month. Even within the email they say less than 1% of users go over a TB...So what is the point or reasoning behind adding the cap? It is a blatant money grab

Ticket: # 1248800 - Comcast arbitrary data cap on internet is a blatant abuse of Monopoly power

Date: 10/8/2016 8:16:11 PM

City/State/Zip: Portland, Oregon 97215

Company Complaining About: Comcast

Description

Data caps from Comcast are an unfair abuse of Comcast's monopoly powers. Yesterday I was informed by Comcast that my unlimited internet will be capped at 1 TB per month. This is an outrageous abuse of power by Comcast who are the only reasonable provider of internet service where I live. Free internet access has become an essential life requirement. You cannot go to school, apply for a job, or even access many government services without it. Comcast is putting in an arbitrary cap on what is in no way a limited resource in order to gain more profit. When I switched to internet only I did so because cable plus internet had become about the same as a used car payment. This is an outrageous cost to bear for average people. Please look into this abuse by Comcast. I am sure many more eloquent people than myself have filed complaints. Please consider doing something about this.

Ticket: # 1248821 - Poor service, high prices and caps, no alternative providers for internet

Date: 10/8/2016 8:33:23 PM

City/State/Zip: Pembroke Pines, Florida 33027

Company Complaining About: Comcast

Description

I am writing to formally file a complaint about Comcast in my area. I am subject to the data caps. Even though Comcast raised the caps, the new cap will be exceeded by many customers over the next couple of years with 4k video and streaming. Customers also may not have visibility into what data is being used, nor is there any means to verify the data usage as indicated by Comcast.

I have the Comcast X1 cable service, which is obscenely unreliable and overpriced, however if I switch to an internet-based tv service, I will exceed the data cap and any savings will be erased. This is the definition of a monopoly.

The FCC must protect a free and open Internet.

Ticket: # 1248809 - Comcast Data Caps being imposed

Date: 10/8/2016 8:24:32 PM

City/State/Zip: Grand Rapids, Michigan 49506

Company Complaining About: Comcast

Description

Comcast is imposing 1tb caps on my home internet service

This data cap creates an area that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anti-competitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1248810 - Internet Data Cap from Comcast

Date: 10/8/2016 8:24:34 PM

City/State/Zip: Colorado Springs, Colorado 80922

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1248829 - Unfair, anti-competitive data cap on my account

Date: 10/8/2016 8:42:23 PM

City/State/Zip: Alexandria, Virginia 22304

Company Complaining About: Comcast

Description

Comcast imposes a 1 TB monthly limit on my internet service. This directly affects my ability to work because I work from a home office. It is also anti-competitive to online streaming services which are in direct competition with Comcast cable offering. I do not buy cable from Comcast because I prefer to stream my entertainment. However, because of this ridiculous data cap I have to make sure to monitor my usage and stay under the cap so I can also use the internet for work. Please do something to end this awful practice.

Ticket: # 1248815 - Comcast imposing a data cap

Date: 10/8/2016 8:27:16 PM

City/State/Zip: Adrian, Michigan 49221

Company Complaining About: Comcast

Description

I have multiple complaints about the impending data cap that Comcast is imposing on my service. The first issue is that I was not even given 30 days notice. I got an email yesterday stating that they would be imposing a data cap on my internet. With this imposed data cap, my price is not changing, which is basically acting a price increase, as if I wish to keep my high speed, I need to pay \$50 dollars more. The next issue is that they are the only high speed provider I can get to my home. So since they have a monopoly on my home, I don't have a choice. It is either accept this or not have internet access. This seems to fight the spirit of net neutrality as there services do not appear to count towards this data cap, but if I wish to use other services outside of Comcast, such as Netflix, Hulu, etc it counts against their cap. This seems to go against net neutrality and is not fair at all to those of us who choose to not use Comcast for other services.

Ticket: # 1248830 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 10/8/2016 8:43:07 PM

City/State/Zip: Woodinville, Washington 98072

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1248837 - Comcast Data Cap**Date:** 10/8/2016 8:50:23 PM**City/State/Zip:** Bloomington, Indiana 47408**Company Complaining About:** Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

Me

Ticket: # 1248868 - Wired Data Caps

Date: 10/8/2016 9:04:20 PM

City/State/Zip: Vancouver, Washington 98682-5744

Company Complaining About: Comcast

Description

Comcast is enacting a data cap on 1 November 2016. Allowing Comcast to effectively limiting access to information by emplacing data limitations on a wired connection and charging overage fees is criminal, especially due to the lack of competition in many areas where they provide service. This idea needs to be defeated before it's allowed to become commonplace in our great nation.

Ticket: # 1248902 - Comcast

Date: 10/8/2016 10:03:12 PM

City/State/Zip: Portland, Oregon 97219

Company Complaining About: Comcast

Description

1tb data caps are ridiculous, I could have as many tvs as I want on all day watching TV why should my data while on the net be capped

Ticket: # 1248886 - Data cap comcast

Date: 10/8/2016 9:39:28 PM

City/State/Zip: Houston, Texas 77056

Company Complaining About: Comcast

Description

Why are we being limited on data cap after comcast bought time warner. They are the biggest internet provider in the U.S. with little to no competition in internet and nkw they are charging me with data cap?!?! Im sorry this is simply greedy from the company that does not over great value and service for what I am paying for. We need to have an antitrust come in and regulate them . They need to break up comcast and provide more competition in the market. The U.S. invented the internet and we are behind south korea and japan in internet speeds. This is simply outrageous.

Ticket: # 1248893 - Comcast 1TB Data Cap is Outrageous**Date:** 10/8/2016 9:51:36 PM**City/State/Zip:** Sacramento, California 95828**Company Complaining About:** Comcast

Description

I've just received an email from Comcast saying that they will cap my internet data at 1TB/month. If I passed the data cap, they would charge me extra money. They are basically doing nothing to improve the service, but they now want to cap my data usage. With 4k streaming services have become more popular, 1TB/month is nothing. I'm really frustrated with Comcast monopoly and their greedy decisions.

Ticket: # 1248932 - Comcast Data Caps

Date: 10/8/2016 10:17:04 PM

City/State/Zip: Denver, Colorado 80210

Company Complaining About: Comcast

Description

I received an email about data caps on my home internet service. Comcast is incorrectly trying to claim that this is a positive thing for their customers, when really it's just a money grab and will lead to more extreme data caps and higher rates. Comcast has already totally stagnated in performance because of the monopoly they have in some areas. Comcast has too much power and is anti-consumer. I never signed up for data caps on my home internet.

Ticket: # 1248942 - Comcast 1 TB Cap is unjust and effects net neutrality

Date: 10/8/2016 10:31:11 PM

City/State/Zip: Portland, Oregon 97214

Company Complaining About: Comcast

Description

Hello,

I recently learned that Comcast is implementing a 1 TB data cap in my state (Oregon) and I would like to formally file a complaint. Data caps are unjust and 1 TB is not a reasonable cap (not that there should even be one). As 4k television becomes more common place, 1 TB will be reached within a week or two.

This is clearly a retaliatory measure against cord cutters to recoup lost profits. Comcast should not implement data caps as this effects net neutrality.

Ticket: # 1248951 - Data caps - Comcast

Date: 10/8/2016 10:56:15 PM

City/State/Zip: Houston, Texas 77025

Company Complaining About: Comcast

Description

Comcast is instituting data caps on their internet service which is an anti-competitive move, considering they also don't include their streaming service in the data allocation. This is a direct attack on netflix, hulu, amazon, and the like. This is the problem with the service provider also being the content creator.

Ticket: # 1249001 - Comcast data cap

Date: 10/9/2016 12:19:08 AM

City/State/Zip: Tualatin, Oregon 97062

Company Complaining About: Comcast

Description

Comcast is instituting a data cap. With one child taking college classes online, one in public school with required online texts I can't tell them internet is not available when we reach it cap limit. But we also can't afford to pay for the overages. We are stuck in a contract with Comcast so switching isn't an option. We were guaranteed when we signed the contract that an data limit would not be implemented in the two years we had contract. Less than six months in, they will be implementing what we were promised would not impact us. Breech of contract at minimum.

Ticket: # 1248988 - Comcast Data Caps

Date: 10/8/2016 11:57:09 PM

City/State/Zip: Pittsburgh, Pennsylvania 15236

Company Complaining About: Comcast

Description

I am a resident currently very unhappy about Comcast's new data cap plan they forced upon customer's across the nation. This "Data plan" is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

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

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

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

Ticket: # 1248990 - Comcast Data Caps**Date:** 10/9/2016 12:04:56 AM**City/State/Zip:** Saint Helens, Oregon 97051**Company Complaining About:** Comcast

Description

Just recently received notification from Comcast (THE ONLY BROADBAND SERVICE AVAILABLE IN MY AREA) that they intend to establish Data Caps on my unlimited service starting November 1, 2016. Please end the anticompetitive state of Broadband in the US. Currently Comcast has a monopoly on what is essentially a utility in my area it has been allowed to create an environment where it can charge excessive sums for limited and poor service. When I read about the state of Internet in other nations compared to what the FCC has allowed in the US I am infuriated. This needs to be changed. Comcast needs to either be a heavily regulated utility or forced to compete with comparable services.

Ticket: # 1249006 - Comcast data caps

Date: 10/9/2016 12:24:02 AM

City/State/Zip: Lincoln Park, Michigan 48146

Company Complaining About: Comcast

Description

I cancelled my Comcast cable a few years ago because of how ridiculously over priced it is. My husband and I stream everything we watch via Netflix, Hulu, PlayStation Vue. I've read that next month Comcast is rolling out the data cap in my area. The cap is 1 terabyte, which seems like a lot, but realistically to people like us it isn't. We go over a terabyte every month. I thought that this wasn't supposed to be happening? Why does Comcast think they can monopolize the internet? Totally unacceptable.

Ticket: # 1249011 - Comcast Anticompetitive Data Caps

Date: 10/9/2016 12:27:41 AM

City/State/Zip: Inver Grove Heights, Minnesota 55077

Company Complaining About: Comcast

Description

Comcast's implementation of data caps is anticompetitive and should be illegal. There is absolutely no reason why these need to be implemented - if there was, we would have had these data caps implemented from the very beginning.

Data caps are inherently anticompetitive to online streaming video services. I'm concerned that Comcast will begin selectively allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/etc), which I believe blatantly violates the principles of net neutrality. Even in the unlikely case that other US-based ISPs such as Charter or AT&T do not follow Comcast's lead in implementing data caps, I fear that the negative impact this will have on the legal online media distribution industry will be large and, again, completely unnecessary.

Given Comcast's record of lack of infrastructure investment, improvement, or expansion, I do not trust that the money Comcast will be taking in from their new data cap program will benefit their customers in any real way.

Ticket: # 1249026 - Comcast Data Caps**Date:** 10/9/2016 12:57:58 AM**City/State/Zip:** Circle Pines, Minnesota 55014**Company Complaining About:** Comcast

Description

I recently got an email from Comcast announcing that starting in November they are enforcing data caps of a 1TB. You can either pay insanely ridiculous overage fees or a flat fee to be exempt for this cap; basically extortion fees given the effective monopoly they have in the cable business giving customers little or no choice for alternatives.

Their argument that 1TB is a "massive amount of data" is frankly humorous and anybody who's active in the it community and/or streams a lot of high-def video can easily go through that in a month. Besides that fact, it is irrelevant for how data bandwidth works. Streaming more data over a pipe is effectively free as long as there is bandwidth left over... you could transfer 100TB during off hours and comcast wouldn't notice, yet they seek to punish anybody that uses "large" amounts of data regardless of the impact it has on their peak bandwidth usage.

Hilariously they mention how using their video streaming service doesn't count for bandwidth. How is this legal at all?!? This is stifling to competition and is an active attack by comcast against other streaming providers such as netflix, hulu, amazon, and youtube (among others) and gives them a massive and unfair advantage over other players in that market.

America is already lagging severely behind other countries with regards to internet services available to customers and this is just another step in our downward trajectory. I believe it is the FCC's duty to actively go after this abuse of comcast's oligarchy.

Ticket: # 1249038 - Comcast data cap roll outs

Date: 10/9/2016 1:37:12 AM

City/State/Zip: San Jose, California 95124

Company Complaining About: Comcast

Description

Data caps are arbitrary and malicious penalizations that hurt consumers while padding the wallets of shareholders. They stifle innovation and punish researchers and work from home tech employees. While other countries are improving their networks and offering gigabit speeds enmasse we continue to be held back by telecom and cable corporations who use their monopolistic control over our data networks to keep is locked into slow growth and restrict fair and accessible market competition. Comcast is abusing it's petition as a broadband provider to unfairly squeeze it's customers while no alternative providers exist.

Ticket: # 1249049 - Comcast data caps

Date: 10/9/2016 1:52:19 AM

City/State/Zip: League City, Texas 77573

Company Complaining About: Comcast

Description

Comcast is instituting a data cap in the Houston area that will adversely effect services. This is ridiculous due that additional throughput will not cost them very much at all, and is a blatant attempt to get more money out of their subscribers. It has the added benefit to Comcast of suppressing streaming services, in favor of their Xfinity TV services as that does not count against your data cap.

This is also unacceptable, due to you could have a malicious person break into your network and use your available throughput. As they have no way to track who is actually using what the customer will end up paying for services they did not use.

Please investigate this, and work with Comcast to find an alternate way to increase their profits without screwing the consumer.

Ticket: # 1249061 - ISP Data Caps

Date: 10/9/2016 2:07:03 AM

City/State/Zip: Citrus Heights, California 95610

Company Complaining About: Comcast

Description

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

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

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

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

Ticket: # 1249067 - Comcast instituting data caps.

Date: 10/9/2016 2:14:55 AM

City/State/Zip: Sonoma, California 95476

Company Complaining About: Comcast

Description

Hello FCC -

I'm writing to complain about Comcast's proposed imposition of data caps.

This is the second time that Comcast has changed the terms of my service in as many months. They have announced that they will be imposing data caps as a mandatory part of all service starting in November.

I cannot impress upon you how much this angers me as a consumer. I do not want my consuming habits dictated, limited, or in any other way controlled by Comcast - or any other ISP.

Therefore, I am submitting this complaint against them and will not be rescinding this complaint until Comcast either reverses this decision or internet access is revise to the status of a Title II utility, as it should be. With such an imposition of a data cap, they're curtailing the spread of 4K streaming, downloading video games, and other data-intensive uses of the internet.

In all honesty, thank you for being a protector of consumer rights when it comes to internet in the U.S. You've already helped me once against Comcast, and they're the only ISP in my area. I really hope that you stay strong against this infraction of consumer rights and do something to stop them.

Ticket: # 1249076 - Data Caps are Unreasonable -- RE: Comcast 1TB Caps

Date: 10/9/2016 2:24:30 AM

City/State/Zip: Seattle, Washington 98106

Company Complaining About: Comcast

Description

Comcast is retroactively going to customers who are paying for internet already and letting us know our home broadband internet is going to start having data caps. Please rule this as a violation and as Unreasonable as Netflix has asked. This is not fair when they have a virtual monopoly and their is little consumer choice. The internet is a Utility.

Ticket: # 1249079 - Comcast's introduction of data caps in California

Date: 10/9/2016 2:26:30 AM

City/State/Zip: Oakland, California 94619

Company Complaining About: Comcast

Description

I am filing a complaint regarding Comcast's intention to create a 1TB data cap starting November 2016. The very nature of data caps go against everything net neutrality stands for. Additionally, it's hard to believe this isn't related to the growth of Netflix, one of Comcast's competitors in digital entertainment. With a 4k stream using 4.7GB of data an hour, one would hit the 1TB cap within only 7 hours.

Please consider a ban on data caps for internet utilities. They do nothing but stifle innovation in an ever changing society and are just an archaic business model.

Ticket: # 1249152 - Comcast Data Caps

Date: 10/9/2016 8:06:00 AM

City/State/Zip: West Bloomfield, Michigan 48322

Company Complaining About: Comcast

Description

Data caps will infringe on the ability of myself and other Americans to access information presently and in the future. Internet should and always be open and without data limits.

Ticket: # 1249081 - Data Caps

Date: 10/9/2016 2:27:24 AM

City/State/Zip: Oregon City, Oregon 97045

Company Complaining About: Comcast

Description

The new data caps being implemented by Comcast are un-american. For decades they have refused to evolve their tv service packages and pricing structure. Now, in an effort to slow the mass exodus of cable tv customers, they are resorting to stifling internet streaming services in the way of data caps.

Ticket: # 1249083 - Comcast implementation of 1 terabyte data cap on home internet.

Date: 10/9/2016 2:28:17 AM

City/State/Zip: Spokane Valley, Washington 99206

Company Complaining About: Comcast

Description

Comcast has announced a one terabyte data cap on all home internet. they allow you to purchase 50 gigabytes extra or unlimited. I feel that this will limit openness of the internet provided. They claim it will only effect 1% of customers, but net neutrality is an idea meant for everyone. To give an example; an off campus house for a group of college students has 6 users on the same account. If the 2 of them play video games, 2 binge Netflix, and 2 are studying hard for some research going to every source and scouring the internet for the information they need, and they pass the limit, these six students may have to skip a few meals to pay for a bill.

Ticket: # 1249104 - Data Caps and abuse of local monopoly

Date: 10/9/2016 3:53:21 AM

City/State/Zip: Spokane Valley, Washington 99216

Company Complaining About: Comcast

Description

Dear Sir or Madam,

I have cable internet only service from Comcast in the Spokane area. Comcast has instituted a data cap where each overage data is not additionally charged across the nation and soon to be implemented in the state of Washington. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have two members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and utilized their local monopoly of cable internet services to unfairly upcharge a non-competitive environment.

Sincerely,

(b) (6)

Spokane Valley, WA

Ticket: # 1249177 - Mandatory Data Caps**Date:** 10/9/2016 9:21:42 AM**City/State/Zip:** Houston, Texas 77092**Company Complaining About:** Comcast

Description

Comcast has instituted unlawful data caps (although they attempt to brand them as "thresholds") on internet usage in the Houston market, among others. There is no technical reason these caps are necessary, as wholesale internet market pricing has dropped substantially throughout the United States. Furthermore, there are substantial risks and founded claims that Comcast's data metering is inaccurate. Because that affects rates, as a common carrier, the processes should be available for public review and regulated as a utility.

Ticket: # 1249189 - Comcast data caps are a terrible bad sign

Date: 10/9/2016 9:38:03 AM

City/State/Zip: Houston, Texas 77089

Company Complaining About: Comcast

Description

Comcast is about to impose data caps in november to the third largest city in the US. This has got to be stopped, the single reason this is happening is because people are switching to Netflix and online streaming companies.

Once this data cap is imposed who is to say it will not get lowered in the future this not fair. It is unjust.

Ticket: # 1249200 - Comcast implimentation of a Data Cap

Date: 10/9/2016 9:48:40 AM

City/State/Zip: Vancouver, Washington 98661

Company Complaining About: Comcast

Description

Before I was never really pleased with Comcast and their constant throttling of my bandwidth for the years I've been a customer, or lived with friends who were customers, but this is the most infuriating thing I've ever seen. Comcast informed me that they'll be starting a data cap on my service starting November 1st, and I will not tolerate it. As a programmer and aspiring computer scientists, myself and my team have nearly 24/7 connection to the internet for not only our work, but for video and media streaming as well. I'm a member of the United States Air Force, and I travel a lot, so using my home PC as a server to stream media to me on the go is also a must. The imposed Data cap is going to limit my use, as well as charge me more money for a service that isn't giving me anything better. What's worse is that when I attempt to search for competitors for an internet service that is even available, it would seem Comcast is the ONLY ONE! This is a monopolization on something the Unites States considers a utility and I'm beyond fed up with their back handed tactics.

Ticket: # 1249219 - Comcast Data Cap

Date: 10/9/2016 10:15:37 AM

City/State/Zip: Southfield, Michigan 48075

Company Complaining About: Comcast

Description

I request as a citizen of America the federal government immediately intervene on Cimcast's data caps.

Ticket: # 1249207 - Comcast Data Cap

Date: 10/9/2016 9:55:12 AM

City/State/Zip: Chicago, Illinois 60657

Company Complaining About: Comcast

Description

I was a customer of Comcast until recently. A couple of months ago, they notified me that a data cap would be instituted. Despite the fact that i was receiving a downgrade in service, the monthly price stayed the same.

This is quite obviously a move to price gouge its customers. There is no discernable benefit to Comcast other than to collect more revenue.

An exec recently described data caps similar to buying Oreos - you have to pay extra for double stuffed. I hope the FCC found that analogy as ridiculous as I did. Oreos have a finite supply that i can buy from many different stores. I don't have to purchase a monthly package to have the pleasure of eating Oreos. If I want more Oreos, I can go to many stores instead of just 1.

If ISPs like Comcast think that too much data is being passed through their pipes, they should build bigger pipes, not price people out of the pipes.

Ticket: # 1252113 - Comcast Net Neutrality Violation

Date: 10/11/2016 3:08:36 AM

City/State/Zip: Lacey, Washington 98503

Company Complaining About: Comcast

Description

Comcast is going to institute a 1TB data cap in violation of previous FCC rulings.

Ticket: # 1249217 - COMCAST data cap

Date: 10/9/2016 10:12:08 AM

City/State/Zip: Lake Stevens, Washington 98258

Company Complaining About: Comcast

Description

I would like you to ban the implementation of datacaps for home internet services, ala the one recently imposed on existing customers by Comcast.

They claim this measure is to make "abusers" pay for their greedy use of bandwidth, setting their cap at one terabyte which they claim affects only 1% of users. The letter told me that my 3-month average was 485gb, about half of the cap.

I consider my family a fairly typical user of cable internet, which has given up on commercial-filled cable TV and instead get our video entertainment from streaming services. As those services aim to deliver higher quality video, I've no doubt that our data usage will reach 1TB per month in the next few years. In effect, I believe this means Comcast is putting this policy into place now so that in a few years, when 20 or 30% of their customers are in this data range, they'll be able to profit immensely. They would be, after all, charging more for bandwidth they already provide. Basically this is just a way for Comcast to raise rates in the future whilst pretending they're doing us a favor.

Normally I am all for free-market capitalism, however this is not a free market. Comcast has an absolute monopoly on high-speed internet service to my home, driving out any potential competitor through political lobbying and anti-competitive legislation they write for their politician friends. Therefore I look to you to help.

Please ban data caps for wired internet connections, as well as throttling and other such practices. I hope you also work toward a set of laws that would actually encourage both competition in existing neighborhoods but also ensure that new comes must be provided multiple choices for high-speed internet service. And by high-speed, I mean a speed that is forward-looking. The current specification is barely adequate for today.

You need look no further than those markets where Comcast has competitors to see that their services can be much faster and have no datacaps. They can only institute these anti-consumer practices in places where we have no other reasonable choice.

By the way, Comcast plans to notify users of their data usage via inserting pop-up messages into web traffic going to our computers. I believe this is illegal.

Thank you for reading,

(b) (6)

Ticket: # 1249224 - Complaint against Comcast and cable based ISP's

Date: 10/9/2016 10:19:19 AM

City/State/Zip: Colchester, Vermont 05446

Company Complaining About: Comcast

Description

I'm seriously tired and concerned about attempts by internet service providers to limit access to the services they provide like data caps solely on the basis of having a monopoly on their service. It is a disgrace to live in a country that touts the platitudes of free market economy as it fosters monopolies and oligopolies but the most basic services consumers need to live and compete in the days of the information age. It is simply not possible to thrive in our current society without Internet access. The Internet is as basic a service as water and electricity. Please reclassify as a utility and end the price gouging. Protect consumers. It is your responsibility and reason for existing.

Ticket: # 1249253 - Comcast Data Cap

Date: 10/9/2016 10:51:29 AM

City/State/Zip: Chaska, Minnesota 55318

Company Complaining About: Comcast

Description

I am a customer of Comcast and was recently delivered an email stating that there will be data caps on my Unlimited internet plan. Data caps set a dangerous precedent for internet regulation. Here in Minnesota, part of our taxes are used to fund services like roads, we do not have a usage tax based upon how frequently we use roads.

Ticket: # 1249269 - Comcast data caps

Date: 10/9/2016 11:19:49 AM

City/State/Zip: Snohomish, Washington 98296

Company Complaining About: Comcast

Description

Comcast's plans to put a cap on internet data for home use. This will stiffal the economy and leave consumers with paying signacantly higher bills. Comcast already has a monopoly for ilreliable internet. I tried to find another reliable internet provider last year when I moved all my other Comcast services to other providers. However, for reliable internet I had to stay with Comcast. Please look require Comcast to remove the data caps. In addition, please open the market place for reliable internet service. Comcast should not be allowed to remain a monopoly.

Ticket: # 1249251 - 1TB Cap Limit?

Date: 10/9/2016 10:46:23 AM

City/State/Zip: Neptune Bch, Florida 32266

Company Complaining About: Comcast

Description

This is absurd. Comcast can't be allowed to put a data cap on our internet access. There is no reason for it, and this is poorly timed. Data streams are becoming larger and larger every day. From games to 4K UHD content these files are becoming larger. This is nothing more than a money grab. The FCC needs to destroy this move before it becomes active.

Ticket: # 1249261 - Comcast Data Caps

Date: 10/9/2016 10:59:50 AM

City/State/Zip: Savannah, Georgia 31407

Company Complaining About: Comcast

Description

I have read in the news that the Comcast Company is placing data caps on paying customers. Comcast doing this violates what constitutes what has become a practical utility to many Americans. I went through a recent example of this when the City Government was using Facebook Live as a main communication device through Hurricane Matthew. Also Twitter and other social media played a vital role in getting information to citizens that the local and state governments are using. I asked the FCC to put a stop to these caps because it risks cutting off vital communication lines to what should not be considered a vital utility.

Ticket: # 1249272 - Comcast Data Caps 1TB

Date: 10/9/2016 11:29:23 AM

City/State/Zip: Greensburg, Pennsylvania 15601

Company Complaining About: Comcast

Description

Comcast is attempting to set the precedent that they can control content over the Internet by implementing data caps. As 4k streaming channels are available, they're working on ways to stifle competition through limiting the amount of content people can access without paying they \$50 more a month.

Ticket: # 1249278 - Comcast Data Meters & Data Caps

Date: 10/9/2016 11:36:32 AM

City/State/Zip: Elk Grove, California 95757

Company Complaining About: Comcast

Description

I'd like to complain about the Data Caps Comcast is Imposing on my Service and the Data Meters they are using to track my data usage.

I am outraged at the fact they are setting a cap on my internet usage to 1 TB. Due to the fact that I cannot see a physical meter such as a water meter or electric meter, how am I supposed to know Comcast isn't faking my internet usage? They can potentially charge me for using more than 1 TB when I have no actual proof of how much data I am using.

Please stop comcast from imposing this data cap.

Ticket: # 1249292 - Data cap

Date: 10/9/2016 11:48:34 AM

City/State/Zip: Antelope, California 95843

Company Complaining About: Comcast

Description

Comcast in my area is implementing a data cap as of November 2016. I believe this goes against the open net/network neutrality acts and do not support this change, but feel like i have no choice to stay because they are currently the only ones who offer a respectable speed in my area.

Ticket: # 1249545 - xfinity (Comcast) data caps

Date: 10/9/2016 3:55:34 PM

City/State/Zip: Eugene, Oregon 97401

Company Complaining About: Comcast

Description

I would like to file a complaint again Comcast, who recently informed me via email that they were imposing data caps starting November 1st. I have been a customer for over three years.

Technically, Comcast has one major "competitor" in our area, with higher prices, so I have "chosen" to keep Comcast as my internet provider. As a customer with an internet only plan, I cannot help but see the imposition of data caps as a means for Comcast to avoid competing with and/or discouraging the use of competing content streaming like Netflix or Amazon Prime. The letter I received from Comcast touted the "principles of fairness," arguing that rates should reflect data usage. "Those who use more internet data, pay more. And those who use less internet data, pay less." According to Comcast, I use a fraction of the newly imposed limit and am expected to pay the same amount. If you pay an extra \$50 a month, Comcast will graciously remove the cap and voila, you can use as much data as you like. This is not fairness; this is greed. It's about controlling the market and taking advantage of loose regulation, about targeting customers like me who don't exclusively utilize their platforms/services. Recently, I was pressured to sign a year contract after my "promotional" rate disappeared. These price spikes have become routine, and I usually have to spend a few hours on the phone with customer service until they agree to restore my usual rate. This time my choices were to continue paying this higher rate under no contract or sign for a year to retain my monthly rate. I talked to several employees in customer loyalty to no avail, who mostly attempted to offer me more expensive cable/internet "bundles" under the guise of "giving me more" as a consumer. Comcast may have failed to "sell" me on cable, but they have control over my access to the internet and a relative monopoly in my area. This data cap is absolutely the last straw and has prompted this FCC complaint. I thank you for taking the time to read this description and for allowing me to express this grievance.

Ticket: # 1249312 - XFINITY Data Cap

Date: 10/9/2016 12:06:00 PM

City/State/Zip: San Jose, California 95130

Company Complaining About: Comcast

Description

Comcast is a service provider, providing a connection to the internet. They are not a data provider, they can't charge the consumer for data that they didn't generate. The idea of a data cap for a home internet connection is ludicrous , most of the data is point to point, what cost does it incur in their end to warrant charging a consumer going above a terabyte of data?

Ticket: # 1249330 - Data caps

Date: 10/9/2016 12:21:56 PM

City/State/Zip: Snohomish, Washington 98290

Company Complaining About: Comcast

Description

Comcast is now implementing data caps which are anti-consumer and could possibly lead to collusion. I do not have any other broadband choices, and this is an abuse of monopoly.

Ticket: # 1249325 - COMCAST - implementation of data caps

Date: 10/9/2016 12:15:40 PM

City/State/Zip: Phoenix, Maryland 21131

Company Complaining About: Comcast

Description

Comcast has just announced data caps for my area. The plan I purchased from Comcast is currently not capped and the number of services I subscribe to is increasing (netflix, hulu, etc - all competitors to Comcast). I can only get Comcast in my area, and this is utter nonsense that they can now limit my use of internet to enjoy competing services to Comcast. How the government allows this to continue is unacceptable. Either open up the market completely and split Comcast so they are not conflicted on services, or force Comcast to provide the services they sold me on.

Ticket: # 1249327 - Comcast Data Capping**Date:** 10/9/2016 12:16:33 PM**City/State/Zip:** Eden Prairie, Minnesota 55344**Company Complaining About:** Comcast

Description

I would like to file a formal complaint against Comcast for their recent data cap policy of 1 tb. This is a violation of net neutrality, regardless of what the law says, and is a clear conflict of interest as they are countering their loss of tv subscribers by limiting streaming. Since comcast, and other ISPs, have lobbied the government to limit competition in areas the options to switch to another ISP are limited or non existent to customers. This is not a free market anymore but rather a cash cow for corporate executives to profit off of due to lack of competition. The internet is a beautiful thing and limiting peoples access to that window will stunt knowledge sharing and inovation across our country. I would have less of an issue with Comcast in particular if other ISP options existed.

Ticket: # 1249336 - Comcast "Data Usage Plan"

Date: 10/9/2016 12:26:12 PM

City/State/Zip: Grand Rapids, Michigan 49525

Company Complaining About: Comcast

Description

Comcast, my internet service provider, has recently announced that it will begin imposing a data cap, or oh-so-euphemistically-named "data usage plans" on more users around the country, including in my city, Grand Rapids.

This data cap maxes at 1 TB every month, but Comcast generously allows users to purchase additional 50 GB blocks for \$10 each, or upgrade to unlimited (or rather, go back to how their internet was previously) for \$50 per month.

Comcast claims that the majority of users use only 75 GB per month and that 99% of users stay under 1 TB. So what's the point? They claim it is about fairness, that people who use more should pay more. But under that logic, they discount only \$5 to users who stay under 5 GB (1/15th the average), while charging ten times that to go over 1 TB (15x the average).

This is a clear money grab. It's not about fairness. It's more about anti-competitive tendencies, with a clear bias against internet-based streaming services which compete with Comcast's TV/on demand services, such as YouTube and Netflix.

And it's something I wish to not exist.

Ticket: # 1249337 - Comcast Internet Capping**Date:** 10/9/2016 12:27:06 PM**City/State/Zip:** Eden Prairie, Minnesota 55344**Company Complaining About:** Comcast

Description

As of November 1st, Comcast will be capping Internet usage in my local area--Minneapolis, MN to 1TB per month. I see this as a violation of net neutrality that is clearly being done to counter their loss of business when it comes to providing cable services. We can stream cheaper options and this is Comcast's way of squeezing more middle class citizens dry. Like we don't already pay enough for internet service! Also, to notify customers of this data cap, they only set an email to our comcast email address. That is not my primary address, so I discovered this by reading the local Star Tribune. They are clearly becoming a monopoly, as I have limited to no other options in my area to choose from. The internet is an amazing tool that should be limited to only those that can afford to pay for it. This hinders personal growth for those that may want to start a business and be an entrepreneur. Now I have to potentially pay excessive amounts of money just to keep a website up and running. To say I'm angry and disgusted by this is an understatement. Please take time to look into this. It's extremely unfair to users.

Ticket: # 1249352 - Comcast Data Cap

Date: 10/9/2016 12:57:23 PM

City/State/Zip: Tracy, California 95376

Company Complaining About: Comcast

Description

Comcast just sent me an email, informing me of a new data cap being applied to my account. In this day and age of 4K TV and streaming, this is unacceptable. I am one of those people who use a tons of data, so If I want to keep things as they are, my internet will suddenly increase by \$50. This is extremely anticompetitive because if you take a look, they have not introduced this data cap in areas where they face heavy competition like Google Fiber or ATT Gigapower. FCC, please look into this

Ticket: # 1249377 - Comcast data cap on internet connection

Date: 10/9/2016 1:23:33 PM

City/State/Zip: Oakland, California 94608

Company Complaining About: Comcast

Description

Comcast sent me an email telling me that there is going to be a data cap on my internet connection. The email also informed me I can pay \$50/month more to remove the cap. I fear this sets a dangerous precedent. Comcast is the only provider I can use in my local market besides DSL providers (which provide a service that is much slower).

Ticket: # 1249395 - Comcast Price Gouging**Date:** 10/9/2016 1:30:07 PM**City/State/Zip:** Ann Arbor, Michigan 48104**Company Complaining About:** Comcast

Description

Comcast is instituting data caps nationwide, rolling them out to markets like mine in Michigan. Although 1 TB is an insanely large amount of data, if it is allowed now, there is no guarantee that it will always stay so high, and with the rapidly increasing pace of technology, what seems like an enormous amount of data now may seem to be a pittance in the future. Twenty years ago, 16 GB hard drives were considered high technology, more space than anyone would ever need. Today, 16GBs is considered an intolerably small size, you can buy a 16 GB flash drive for about \$4, and it's considered on the small side. Some estimates say that the average American consumes over twice that amount a day in data. When this inevitably happens to 1 TB - which given the increasing pace of technological advancement could be sooner than we think - Comcast will have no incentive to raise the cap because it is a monopoly in most areas. In fact, it has every incentive to lower the cap once it is in place in order to extract more revenue from its mostly-captive customer base. This would restrict, or greatly burden, the internet access of millions of poorer Americans in the process. The UN has declared internet access essential to the protection of many other human rights, and the United States, as the leader of the free world, should never allow a state of affairs to develop on its soil which would so restrict freedoms, especially the freedom of expression.

This move by Comcast shows nothing more than bare, rent-seeking, and base monopoly power; the very thing the Sherman Anti-Trust Act was passed over a century ago to forestall. If Comcast is allowed to do this now, other ISPs with equally-captive customer bases, such as Verizon and Time Warner, may follow suit. If the prevailing paradigm of ISPs as natural monopolies is the only way an internet infrastructure can be constructed, it is long past time that the FCC come out in favor of regulating internet providers like Comcast as full public utilities complete with price control; not only to reign in these egregious abuses, but to promote, and require, innovation in a crucial infrastructure. Although the move by the FCC to start regulating ISPs as common carriers was a good first step, it is worthless if not used. The FCC needs to reign in abuses like these and truly hold Comcast and its ilk accountable for anti-innovation, price-gouging behavior like this.

Sincerely,
A University of Michigan Law Student

Ticket: # 1249399 - Data caps result of shady business practices

Date: 10/9/2016 1:31:29 PM

City/State/Zip: Tacoma, Washington 98444

Company Complaining About: Comcast

Description

Comcast is enforcing data caps to limit the amount of internet people are allowed to use. This is all about Comcast forcing people to pay more for their Internet service and/or trying to bully them into buying their also very expensive tv services. I pay \$100 a month for internet alone.

They Know that they have a monopoly on providing internet and they are doing all they can to take as much money as they can. Comcast has always been known for shady practices. They're being sued in my state for just that right now, and I hate to imagine what is happening in all the other states they provide to as well.

"Washington state Attorney General Bob Ferguson this morning announced a \$100 million consumer protection lawsuit against Comcast.

"The lawsuit accuses Comcast of engaging in a pattern of deceptive practices constituting more than 1.8 million individual violations of the Washington Consumer Protection Act,""

Comcast gives examples on how their 1tb is justified and only 1% uses that limit. I find that very hard to believe, unless 99% of their users are people in one person homes and don't play games online or stream in 4k. I myself live with my mother and brother. Comcast cited that my average data usage is around 1.3 tb. And just 7 days into the month were already at almost 400gb used... Really not looking forward to having the only internet service provider in my area charging \$100 a month that will fine you another \$150 in overages every month. Something has to be done.

Ticket: # 1249403 - Comcast Data Limit

Date: 10/9/2016 1:34:11 PM

City/State/Zip: Gladstone, Oregon 97027

Company Complaining About: Comcast

Description

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

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

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

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

Ticket: # 1249541 - Comcast Data Cap

Date: 10/9/2016 3:46:15 PM

City/State/Zip: Springfield, Oregon 97477

Company Complaining About: Comcast

Description

I would like to go on record as being against the data cap proposed by Comcast.

Ticket: # 1249406 - Comcast data cap

Date: 10/9/2016 1:37:32 PM

City/State/Zip: Everett, Washington 98208-4049

Company Complaining About: Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information. It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>. Comcast related data is of course excluded from the cap.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist.

Ticket: # 1253874 - Internet Data Caps**Date:** 10/11/2016 5:31:43 PM**City/State/Zip:** Montgomery, Illinois 60538**Company Complaining About:** Comcast

Description

Internet data caps are an infringement on the freedoms of every day Americans. The American people, and by those I meant those below the poverty level and the middle class, are slowly being herded into conforming an idea that the internet is a privilege and now we are forced into paying for our ability to utilize a service that from its inception should be free from the yoke of big business. Comcast has once again shown that its primary goal is to fleece its customers for access to the internet. Comcast's roll-out of data caps across the country is not only the proverbial screw you to everyone, but an insult to the government that allows it to happen unchecked. The billions that sit in bank accounts earning more in interest than the average person would see in a thousand lifetimes. The way we use the internet should not be controlled by money, if we want to use a service, how many times over to we have to pay for it, such as Netflix or Amazon. If we do not want to end up run by the corporations, the government must take a stand and not be influenced by the people who throw money at a problem to make it go away. 1TB of data is by today's standards nothing and even at that number (increased from the last time I heard about Comcast and data caps) it is not enough. No 4K video for those who can't afford it. No streaming a cartoon for your kids from Youtube or PBS. Only if you have the money.

Ticket: # 1249439 - Comcast Data Caps

Date: 10/9/2016 2:19:29 PM

City/State/Zip: San Jose, California 95133

Company Complaining About: Comcast

Description

Comcast has said they are introducing nation wide arbitrary data caps on all internet accounts in California. This directly negatively impacts my ability to use Internet as an alternative to cable TV service as I am in a household with multiple members who watch internet based TV, multiple devices which must download large update files often, multiple video game systems that download multi-gigabyte updates & games delivered over the internet that will blow through these data caps. This is just another way for Comcast to extract revenue from us since we don't subscribe to their TV service.

Ticket: # 1249428 - Data Cap

Date: 10/9/2016 2:04:45 PM

City/State/Zip: Renton, Washington 98055

Company Complaining About: Comcast

Description

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

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

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

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

Ticket: # 1249440 - Comcast Data Cap

Date: 10/9/2016 2:20:12 PM

City/State/Zip: Portland, Oregon 97217

Company Complaining About: Comcast

Description

On November 1, Comcast is implementing a data cap in Portland, OR. This is metered charging of a throughout-limited service.

A. It is hostile toward consumers. Many people have no choice or only very expensive alternatives to Comcast for internet service (due in no small part to Comcast's anticompetitive lobbying).

Consumers who today pay for the speed they need for the services they enjoy will on November 1st be constrained or coerced to pay more for the same service.

B. It is hostile toward other companies. Comcast is an internet service provider (ISP) but a very significant portion of its revenue comes from traditional cable TV. Cable TV is a technology that is failing to successfully compete with streaming video via ISP. The result is that Comcast's bread & butter regionally monopolized cable TV income stream is increasingly moving to services like Netflix and Hulu which are working hard to evolve the video service space. This data cap is a way for Comcast to penalize consumers & competitors for using Comcast's infrastructure to view rich content that isn't from Comcast.

C. It is hostile toward the free evolution of the Internet. Services on the Internet are increasingly using more data. Things like high definition video streaming, media sharing and application installations are increasing the speed requirements of consumers' Internet service. Rather than investing in better technology and infrastructure to better enable everyone to consume these new, better services, Comcast is investing in new ways to stifle competition and limit consumers.

Please review the sanity of "data caps" in a communications provider industry where the only thing that makes sense to charge by is the rate of access: Where shaping connections based on some notion of an "allowance" is harmfully ignorant at best and criminally anticompetitive at worst.

Ticket: # 1249449 - Signed a new contract, was told I would not get data caps, 6 days later I find out my area is getting data caps.

Date: 10/9/2016 2:29:03 PM

City/State/Zip: West Palm Beach, Florida 33412

Company Complaining About: Comcast

Description

So I increased my xfinity from comcast speed after asking the rep if I was going to be hit with data caps in my area. I was going to leave if not. He told me my area would never fall under an area with data caps and 6 days later my area falls under the data caps. I increased my speeds on october 1st and by the 7th news broke my area is going to be under data caps starting november 1st. The reps I walked to on the phone told me my only options are to A) pay the \$50 a month for unlimited (which I had for free before) B) pay the exorbitant termination fee (after they break contract a week after signing it) or C) Deal with it. I have had terrible service with them for 3 years which can be seen by the 50+ service calls and 10+ tech visits and then they go and do this.

[Ticket: # 1249487 - Comcast data caps](#)

Date: 10/9/2016 2:59:30 PM

City/State/Zip: Lynnwood, Washington 98087

Company Complaining About: Comcast

Description

Comcast is rolling out data caps nationwide. This goes completely against net neutrality and is so obscenely anti-consumer I'm astonished

Ticket: # 1249495 - Comcast Data Cap**Date:** 10/9/2016 3:07:54 PM**City/State/Zip:** Menlo Park, California 94025**Company Complaining About:** Comcast

Description

I am a customer in California. Comcast has recently put in a 1TB data cap. I find this a dangerous precedent for internet providers. This will allow Comcast to charge even more for even less services. America is already so far beyond as far as internet service goes. The fact that that their own services don't count towards the 1TB is a blow for net neutrality. I hope the FCC steps in and prevents this anti-consumer and anti-competitive move.

Please do not call or mail me.

Ticket: # 1249493 - Comcast is imposing data caps on my internet service at 1TB.

Date: 10/9/2016 3:07:28 PM

City/State/Zip: Logan, Utah 84321

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

[Ticket: # 1249507 - Comcast Data Cap Expansion](#)

Date: 10/9/2016 3:17:25 PM

City/State/Zip: Rohnert Park, California 94928

Company Complaining About: Comcast

Description

1tb data Caps in the Californian market are not realistic for what users use monthly and the fees associated with going over or excessive

Ticket: # 1249521 - Internet Data Usage Plan Comcast MN

Date: 10/9/2016 3:29:57 PM

City/State/Zip: Coon Rapids, Minnesota 55433

Company Complaining About: Comcast

Description

The data caps being implemented by comcast and other ISPs are more of a disadvantage to telecommunications capability. Not an Advancement, as it is a restriction (limit) to a service we are paying plenty for already. By allowing data caps our future of learning, entertainment and technological advancements will also be capped.

Many resources are offered only through a streaming type service. Look at the growing popularity of Live Streaming; like SpaceX announcements, new product launching announcements (made by google), Software learning services (Lynda.com), entertainment services (Netflix, Hulu....), and Sport on-demand services (ESPN and the new Major League Gaming Inc.). This along with the advancements in 4K and HDR (High Dynamic Range) for video, Data Usage will only continue to increase.

Please prevent ISPs from stunting our ability to grow by adding caps and limiting our ability to stream services to increase our learning and entertainment.

[Ticket: # 1249557 - Comcast data caps](#)

Date: 10/9/2016 4:12:56 PM

City/State/Zip: New Brighton, Minnesota 55112

Company Complaining About: Comcast

Description

Comcast has now rolled out data caps to my area. This is not sustainable for the future of internet access in America. Data caps will have an impact on education, entertainment among many other things on infrastructure that can sustain capless meters.

Ticket: # 1249535 - Comcast data caps

Date: 10/9/2016 3:39:47 PM

City/State/Zip: Sunnyvale, California 94085

Company Complaining About: Comcast

Description

ISPs with a virtual monopoly on broadband should not be allowed to set data caps. Furthermore, they should not be allowed to add data caps mid-contract. I do not have other high speed Internet options, but if I did, I would be unable to switch without paying a termination fee. If they are allowed to set usage caps, they should not be able to charge for overages by default without opt in, and they should be required to send email notifications well in advance whenever you are approaching the caps.

Data usage caps do not have much of anything to do with the cost of providing service, as we know that the real cost to ISPs is upgrading infrastructure which is necessary to handle peak bandwidth usage at certain times of the day, high utilization by individuals at off peak times cost them basically nothing, so this is plainly a scheme to increase company profits and make it difficult for IPTV to compete with cable television. This behavior is anti-consumer and anti-competitive.

Ticket: # 1249588 - Comcast Data Caps

Date: 10/9/2016 4:41:32 PM

City/State/Zip: Aliquippa, Pennsylvania 15001

Company Complaining About: Comcast

Description

I believe that data caps are the first step to net un-neutrality. Please stop them.

Ticket: # 1249589 - Comcast imposing data caps on my Internet service at 1 Terabyte.

Date: 10/9/2016 4:41:52 PM

City/State/Zip: Mendota Heights, Minnesota 55118

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed. Additionally, before renewing my yearly contract in July, I specifically asked whether they would implement a data cap as this was of concern as I do not subscribe to traditional cable television services and instead stream my media from Netflix, Amazon, etc. I was told unequivocally at the time that data caps would not be put into place, yet a few months later I receive an email stating just that.

Ticket: # 1249621 - Comcast's new data cap plan

Date: 10/9/2016 5:17:11 PM

City/State/Zip: Seattle, Washington 98133

Company Complaining About: Comcast

Description

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

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

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

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

[Ticket: # 1249635 - Comcast data cap](#)

Date: 10/9/2016 5:26:53 PM

City/State/Zip: Mounds View, Minnesota 55112

Company Complaining About: Comcast

Description

I don't believe that Comcast setting data caps is necessary or fair. Despite not too many users using under 1tb currently, that does not mean that they won't as technology develops. Furthermore, this is a scheme to get the public accustomed to data caps so in the future Comcast would be able to further limit Internet use.

Ticket: # 1249883 - Comcast tries to cap data**Date:** 10/9/2016 8:53:39 PM**City/State/Zip:** Burlingame, California 94010

Description

Comcast just instituted a data cap in our area. A data cap we are stuck with because Comcast holds a monopoly here in our town.

For those who don't know what a data cap is, it is pretty much Comcast charging you for each block of data you consume. You may think "well that's how water, electricity, and gas is charged, it's only fair data is charged the same way", however, data is done differently. Whereas it costs utilities the product they serve you in addition to the pipelines, once the infrastructure is in place, it costs ISPs (internet service providers like Comcast and AT&T) practically nothing to send and receive data to your home.

With the rates ISPs are charging you for internet, they are already posting record profits. Charging you for blocks of data is a money grab pure and simple. It may not affect you now, but it will eventually affect you. 4K video and other high data applications are just starting to gain footholds in our households and it won't be long until 4K streaming becomes the new "HD". Even your new iPhones are capable of shooting 4k video. Pretty soon, the generous 1TB data cap will become another tactic our ISP will use to gouge us on prices. If we are complacent, we will then be stuck with this as the norm in the future.

Please help our town stand up to this, file a complaint with the FCC. When Comcast first announced the 300GB data caps, the sheer number of FCC complaints forced them to up the data cap to 1TB. We need to let them know we are not going to take this sitting down.

You can file a FCC complaint here:

https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=38824

You can even copy/paste this template here in the complaint box:

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

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

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

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas should be held to a different standard.

There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

Ticket: # 1249646 - Comcast Data Cap

Date: 10/9/2016 5:34:43 PM

City/State/Zip: Fresno, California 93727

Company Complaining About: Comcast

Description

Comcast is implementing data caps to discourage streaming services like netflix,hulu,and amazon prime.If you stream using comcast's app that doesn't count against your cap,but any other streaming service does.Please do something about this comcast are a monopoly!

Ticket: # 1249654 - Comcast data caps and deceptive pricing

Date: 10/9/2016 5:39:58 PM

City/State/Zip: San Jose, California 95125

Company Complaining About: Comcast

Description

Comcast is adding data caps to my area. Also, they pricing plans are deceptive. They're a cable monopoly, so there's no other option. The caps are intended to drive users away from competitors like Netflix towards their own streaming options, which are more expensive due to deceptive and unavoidable bundle pricing.

[Ticket: # 1249674 - Data cap](#)

Date: 10/9/2016 5:53:05 PM

City/State/Zip: Mercer Island, Washington 98040

Company Complaining About: Comcast

Description

Comcast is implementing a Data cap on non Comcast data. They are also doing so without documenting my usage in enough detail to be reasonable.

Ticket: # 1249708 - Comcast 1TB Data Cap

Date: 10/9/2016 6:07:30 PM

City/State/Zip: San Francisco, California 94110

Company Complaining About: Comcast

Description

This latest move, moving the entire country to a 1TB data cap, is cowardly and the FCC should stop it. In light of no viable competition available in my apartment, I am forced to use Comcast as they engage in price gouging and data caps. I would switch immediately to a competitor if they are available but they are not.

A month has over 700 hours, but it would take only about 15 hours to reach my data cap at my current 150 Mbit/s download speed. Comcast should not be able to advertise a 150 Mbit/s speed if the cap is not unlimited.

This complaint is primarily addressed to the FCC. The FCC and Comcast know that Comcast WILL NOT provide a satisfactory answer to me (or anyone else) in response to this complaint. The FCC MUST step in and force Comcast to cease and desist.

Ticket: # 1249719 - XXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 10/9/2016 6:15:12 PM

City/State/Zip: Happy Valley, Oregon 97086

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1249788 - Xfinity Data Cap

Date: 10/9/2016 7:07:56 PM

City/State/Zip: Vancouver, Washington 98684

Company Complaining About: Comcast

Description

moving to data cap internet. No warning. Under contract and am not able to break regardless if my rates are effected.

Ticket: # 1249761 - Comcast Data Cap

Date: 10/9/2016 6:48:42 PM

City/State/Zip: Warsaw, Indiana 46580

Company Complaining About: Comcast

Description

Comcast suddenly decided to impose a 1TB data cap across the nation. This is absurd. They are trying to force customers away from Netflix and streaming services and get them to buy Comcast's cable packages. They'll make a ton of money from overages or they'll hurt their competitors, such as Netflix, Hulu, etc, and the customer ends up getting screwed.

Ticket: # 1249797 - Comcast 1TB Data Cap**Date:** 10/9/2016 7:28:33 PM**City/State/Zip:** Beaverton, Oregon 97006**Company Complaining About:** Comcast

Description

The fact that Comcast is instituting a data cap on their monopolistic enterprise is an act of disdain for their customers. Many of us have only one option for home internet. Others, like me, are stuck with an alternative that is so atrociously slow that it might as well be dial-up (my only other option is DSL from Frontier at 1.6mbps).

Yet we all know there is no technical requirement this meets. Rather, it's a blatant cash grab, squeezing customers for every single penny. And not only that, they have been found numerous times to exaggerate their customers' data use, and there is no way to independently verify that their readings are accurate. This can be plainly seen in this story: <http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

It has also been shown that in this problem, as well as with others, they have generally only corrected their actions once customers have reached out to media outlets. Even worse, they currently show an enormous discrepancy in the amount of data I've used. The attachments included show that my September usage is approximately 458GB, but they show that I used less than 1 GB for the entire month, this despite the fact that I stream 4K Netflix, game online, work remotely from home, and a variety of other online activities. If they can't show that they are accurate, how can I be expected to EVER pay for claimed extra data use?

Ticket: # 1249821 - Data cap

Date: 10/9/2016 8:00:17 PM

City/State/Zip: Colorado Springs, Colorado 80917

Company Complaining About: Comcast

Description

Comcast notified me that they're imposing a 1TB data cap, starting next month. I believe they are doing this to dissuade consumers from using services like Netflix and Hulu, which directly compete with their cable TV services. I do not believe this is an upstanding business practice.

[Ticket: # 1249848 - Comcast data limit](#)

Date: 10/9/2016 8:26:20 PM

City/State/Zip: Erie, Colorado 80516

Company Complaining About: Comcast

Description

Please stop Comcast from implementing data caps.

Ticket: # 1249866 - COMCAST Data Cap

Date: 10/9/2016 8:36:42 PM

City/State/Zip: Milwaukie, Oregon 97267

Company Complaining About: Comcast

Description

Comcast instituting a data cap on service with no increase in speeds or quality of connection, and with no option to remove it, is morally wrong and should be illegal. I have no other option for internet in my area, they are a monopoly. 1TB of data is not enough for a household of 6 with multiple people gaming, streaming video, and downloading games. I have not seen them get confirmation from the FCC saying this is legal.

[Ticket: # 1250822 - Comcast in Denver implementing data cap](#)

Date: 10/10/2016 1:41:35 PM

City/State/Zip: Denver, Colorado 80231

Company Complaining About: Comcast

Description

Comcast in Denver, CO is implementing a 1TB data cap, with a \$50 charge for overage up to \$200.

Ticket: # 1249881 - Comcast internet data caps

Date: 10/9/2016 8:52:57 PM

City/State/Zip: Indianapolis, Indiana 46234

Company Complaining About: Comcast

Description

As you know, Comcast has been pushing data caps on its users. They just announced that this will roll out to Indianapolis next month. Although they give each household a generous, they are not giving the customer a way of accurately tracking their usage. They show data used - inflating it to go over the quota and give reason to charge more. This is ridiculous. I just signed up last month and they didn't say anything about imposing data caps. I feel that they purposefully kept this information hidden.

Ticket: # 1249905 - Comcast Data Caps

Date: 10/9/2016 9:26:07 PM

City/State/Zip: San Francisco, California 94123

Company Complaining About: Comcast

Description

I believe that the data cap that goes into effect on Nov 1st is unfair as I never signed up to agree to this when I got the service initially. If that is the case I should be credited for the data I don't use if I stay under the cap.

Ticket: # 1249921 - Proposed data caps

Date: 10/9/2016 9:54:26 PM

City/State/Zip: Hickory, North Carolina 28601

Company Complaining About: Comcast

Description

Dear FCC,

I have been made aware that Comcast has recently announced plans to begin enforcing a 1 TB data cap on a great part of it's customer base effective November 1st. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. Also a problem is large families. When I had 2 of my 3 children at home, they were on the internet at all hours. If I had not had unlimited data at that time, I shudder to think of the cost.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. Initially, these caps were proposed to limit congestion, which was not true. Now it has changed to a "question of fairness" but that brings the question of fairness to who, as it seems only to benefit the provider. . Other comments are increased costs (which seem to be a fixed price no matter the amount being streamed) and Net Neutrality and the removal of fast lanes (Comcast hosting your server) for the paying companies (Netflix, etc.).

In many (most?) areas there is only one true high speed provider with over 50 Mbps speed, which is what is really needed for a family to stream TV or movies, and do actual face time meetings or other work. There is no competition.

All of this is a result of "Regional Monopolies" and government enforced lack of competition. In this day and age, the internet is a requirement, not a luxury. It is a utility and should be regulated as such. It should be a Title 2 Telecom utility.

I am not a Comcast customer at present, being served by Charter which is under some FCC restrictions due to its merger, with the present merger climate allowed in business, this may change at any time.

Thank you,

(b) (6)

Ticket: # 1249933 - Please stop data cap

Date: 10/9/2016 10:13:43 PM

City/State/Zip: Citrus Heights, California 95610-5135

Company Complaining About: Comcast

Description

Dear Federal Communications Commission,

In response to the anticompetitive @comcast Internet Service Provider policies, not the least of which mentioned here <https://dataplan.xfinity.com/faq/>

On November 1, Comcast is implementing a data cap in Oregon, Washington, California and many other markets. This is metered charging of a throughout-limited service.

A. It is hostile toward consumers. Many people have no choice or only very expensive alternatives to Comcast for internet service (due in no small part to Comcast's anticompetitive lobbying). Consumers who today pay for the speed they need for the services they enjoy will on November 1st be constrained or coerced to pay more for the same service.

B. It is hostile toward other companies. Comcast is an internet service provider (ISP) but a very significant portion of its revenue comes from traditional cable TV. Cable TV is a technology that is failing to successfully compete with streaming video via ISP. The result is that Comcast's bread & butter regionally monopolized cable TV income stream is increasingly moving to services like Netflix and Hulu which are working hard to evolve the video service space. This data cap is a way for Comcast to penalize consumers & competitors for using Comcast's infrastructure to view rich content that isn't from Comcast.

C. It is hostile toward the free evolution of the Internet. Services on the Internet are increasingly using more data. Things like high definition video streaming, media sharing and application installations are increasing the speed requirements of consumers' Internet service. Rather than investing in better technology and infrastructure to better enable everyone to consume these new, better services, Comcast is investing in new ways to stifle competition and limit consumers.

Please review the sanity of "data caps" in a communications provider industry where the only thing that makes sense to charge by is the rate of access: Where shaping connections based on some notion of an "allowance" is harmfully ignorant at best and criminally anticompetitive at worst.

Recognize that data is not "used" like oil and electricity, and that treating it that way is harmful to the future of free and open Internet.

Ticket: # 1249934 - Xfinity Data Caps

Date: 10/9/2016 10:14:56 PM

City/State/Zip: San Jose, California 95134

Company Complaining About: Comcast

Description

Xfinity Data Cap is setting up restricted access in the near future. By adding Data caps, customers will be limited to access in the future due to 4K content and additional home data consumption. The customers are being misled with justification provided with current usage and not future data projections.

Ticket: # 1249939 - comcast data caps

Date: 10/9/2016 10:23:12 PM

City/State/Zip: Albuquerque, New Mexico 87123

Company Complaining About: Comcast

Description

Comcast's new data caps are 100% unnecessary, and are a clear money grab meant to squeeze the consumer. Not only is most of the architecture already in place, the monopolistic nature of the broadband market makes it very, very dangerous for capped landlines to set precedent, as there will be nothing stopping comcast from simply lowering the cap over time.

[Ticket: # 1249959 - Comcast's bogus data caps](#)

Date: 10/9/2016 10:59:46 PM

City/State/Zip: San Leandro, California 94578-2323

Company Complaining About: Comcast

Description

Comcast will soon be imposing data caps on me. This is nothing more than Comcast trying to limit consumer access to Comcast's competitors. Please serve the American people by categorically banning these anticompetitive data caps.

Ticket: # 1249952 - Comcast data caps are not fair

Date: 10/9/2016 10:44:39 PM

City/State/Zip: Burlingame, California 94010

Company Complaining About: Comcast

Description

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

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

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

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

[Ticket: # 1249962 - Comcast data caps](#)

Date: 10/9/2016 11:01:39 PM

City/State/Zip: Sheppard Afb, Texas 76311

Company Complaining About: Comcast

Description

This is ridiculous and should not be legal! Data caps on internet with no competition to bring costs down in many areas of the country should not be allowed. Reverse this and please start the isp industry in a better direction by promoting more diversity and rich healthy competition. Monopolies on internet needs to end!

Ticket: # 1249994 - Comcast Data Caps starting November 1st

Date: 10/9/2016 11:59:38 PM

City/State/Zip: Colorado Springs, Colorado 80910

Company Complaining About: Comcast

Description

Comcast is introducing Data caps on me and my area. This is greatly destructive to my ability to use the internet as I wish it, as staying under the data cap can effectively censor my content, such as access to netflix, my video games, news, government websites, and other every-day functions (such as paying utility companies and online shopping).

Considering that comcast's website says that internet wouldn't be shut off if reached that data cap, it's reasonable to assume it's not data being congested on their cables, but rather just a money-grabbing attempt with the hope of stifling competition (amazon video, netflix, other video streaming service) in the hopes that i'll become fed up with overages and subscribe to additional cable services.

Ticket: # 1250002 - comcast internet data cap

Date: 10/10/2016 12:16:57 AM

City/State/Zip: Pleasanton, California 94588

Company Complaining About: Comcast

Description

I just signed up for Comcast in the last week or two due to my ATT Uverse link not having enough realistic bandwidth to do online backups of my home photo/video collection. I payed for a service and started my online backups and I have over 2TB of data to upload in case my house catches fire or some other natural disaster takes out my house. Anyway, the phone conversation I had with the Comcast representative never mentioned Data caps when I signed up. Now I've wasted at least \$500 in home network equipment upgrades and data backup service fees because I could finally do online backups. Except I can't, because of some silly data cap, that has be proven to not be needed except to make an excuse for Comcast to rip hard working people off for the sole reason that they can because they are effectively a monopoly. I'm calling at the end of the month to cancel my service. I will not be a part of this sad state of what the internet has become.

[Ticket: # 1250016 - data cap](#)

Date: 10/10/2016 12:35:49 AM

City/State/Zip: Portland, Oregon 97225

Company Complaining About: Comcast

Description

This data cap is anti consumer. It should not be allowed. Internet usage should not have a cap associated with it.

[Ticket: # 1250046 - Internet Data cap](#)

Date: 10/10/2016 1:21:14 AM

City/State/Zip: Everett, Washington 98201

Company Complaining About: Comcast

Description

Comcast is imposing a 1 terabyte cap starting November 1st to all users in Washington state. Most users have never had a data cap in Washington state and imposing one now is just a way for Comcast to try and get more money out of their customers without giving them anything in return. Comcast should not be able to impose these Data caps onto existing or new customers.

Ticket: # 1250053 - Comcast Data Caps**Date:** 10/10/2016 1:31:42 AM**City/State/Zip:** Salt Lake City, Utah 84115**Company Complaining About:** Comcast

Description

I am very upset with Comcast's decision to force data caps on their customers, including myself, my family, and my neighbors. They claim that this move is about "fairness", but I fail to see how it is fair to treat themselves like a water or gas utility. Data is not a limited resource, and the cost to them once the infrastructure is in place is negligible (compared to what I pay them every month).

I am very concerned about their metering techniques, as all of the metering is done on their internally on their end. If I want to view my gas usage, for example, I can look on the side of my house at a physical meter, which is the same meter used by my gas company to calculate my bill. However, If I want to meter my data, I will need to set up my router to monitor to do so. If I compare this meter to Comcast's internal meter, and they don't match up, I don't have any recourse, as their no way to see the "physical" amount of data. This is even more worrying when Comcast has been shown to forge traffic in the past, so I worry that they may forge traffic selectively to force overage charges on some customers.

I do not understand why I will be charged double if I want unlimited internet service, when I was promised this when I signed up with them. My conclusion is that this is a preemptive cash-grab by Comcast, so that when higher quality video streaming becomes more wide-spread and internet usage increases, they can charge their customers more, and essentially punish heavy internet access, giving them a reason to not have to upgrade their infrastructure.

Ticket: # 1250060 - Comcast 1TB Data Caps Are Unacceptable And Violate Net Neutrality

Date: 10/10/2016 1:53:04 AM

City/State/Zip: Woodbury, Minnesota 55125

Company Complaining About: Comcast

Description

This data cap creates a containment that online entertainment providers would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not held to the same restrictions. This dangerous precedent will allow Comcast to eliminate online competitors or force consumers to pay overage charges as entertainment requires more and more data throughput. This practice is anti-competitive, anti-consumer, anti-innovation, and is highly unacceptable.

Ticket: # 1250062 - Comcast Data Caps**Date:** 10/10/2016 2:02:55 AM**City/State/Zip:** Pittsburg, California 94565**Company Complaining About:** Comcast

Description

Comcast recently stated that they would be expanding their data caps to several more markets. These data caps will be set to 1 terabyte of transfer per month. Comcast says this will affect less than 1% of its users. That situation won't last. As more users stream more often, and with streaming services providing higher resolution services, a greater majority of users will hit those data caps and be burdened with additional charges.

Comcast has stated they will charge \$10 for every 50 gigabytes over the 1 terabyte cap a user goes. So, a user who pays \$50 per month for 1 terabyte of service and goes over that will get another 50 gigabytes for \$10 more. The user's original bill equates to \$2.50/50 gigabytes. Once that user goes over the limit, suddenly the price per 50 gigabytes is quadrupled to \$10. That is a money grab and price gouging, charging one consumer 4 times more than another for the same 50 gigabytes. They say this will do this until a user reaches up to \$200 in excess fees. In this case, the user paying \$50/month will pay up to 4 times their original bill.

Comcast's answer to this is to sign a contract and agree to pay an additional \$50/month for the perk of uncapped internet. For the user mentioned above paying \$50/month, this doubles the user's bill. What does the user get in return for paying twice as much as he previously did? Absolutely nothing except the same unrestricted internet they previously had for an untold number of years. Again, this is more evidence of price gouging on Comcast's behalf.

Comcast has stated that use of their own streaming service will not take away from their data cap. That essentially means users are forced to use their streaming services or pay a premium to Comcast to use another streaming service. Comcast's defense of this is the statement that their streaming service is sent through a television connection and not a data connection. This can also be false, as users who only have data connections can still access this streaming service via their data connections.

Also, please note that this is being rolled out in some areas, but not all areas. In some cases, it is being rolled out in an entire state, with the exception of some metropolitan areas (for example, it is being rolled out only in the following parts of Michigan: Grand Rapids/Lansing, Detroit, and Eastern Michigan) Again, this is more discriminatory practice. Those individuals who live in certain cities in Michigan will be subject to the cap, while those living just outside city boundaries will not. In addition, people who live and work in places like the San Francisco Bay Area, where a majority of jobs are tech based are more likely to be required to pay additional service fees just to maintain their current required internet usage. Likewise, this affects remote employees, who work from home and use their home internet for business purposes due to the necessity of their jobs.

Please look into this practice. I do not believe it is a legitimate business practice that can be justified. As internet service providers are now classified as public utilities rather than convenience services, their practices, including those that discriminate against specific users, should be regulated.

[Ticket: # 1250064 - Net neutrality](#)

Date: 10/10/2016 2:10:11 AM

City/State/Zip: Chico, California 95926

Company Complaining About: Comcast

Description

1TB data cap

Ticket: # 1250111 - Ridiculous

Date: 10/10/2016 4:14:39 AM

City/State/Zip: Eugene, Oregon 97401

Company Complaining About: Comcast

Description

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

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

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

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

Ticket: # 1250112 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 10/10/2016 4:25:39 AM

City/State/Zip: Corvallis, Oregon 97330

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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Ticket: # 1250118 - Comcast data cap

Date: 10/10/2016 5:05:30 AM

City/State/Zip: Vancouver, Washington 98684

Company Complaining About: Comcast

Description

My ISP is about to institute a data cap of 1TB per month.

I feel this is an attempt to dissuade me from using streaming services, and instead use Comcast's entertainment options.

This is, at best, a blatant cash grab.

I sincerely hope the FCC takes action.

Ticket: # 1250164 - Comcast data caps

Date: 10/10/2016 7:29:18 AM

City/State/Zip: Colorado Springs, Colorado 80918

Company Complaining About: Comcast

Description

Comcast is implementing a 1TB data cap in my area. Internet should be considered a utility and is a necessary part of modern life. A data cap, no matter the size, is a move to limit access to a modern necessity purely for profits.

Ticket: # 1250171 - Data Caps

Date: 10/10/2016 7:46:22 AM

City/State/Zip: Brooklyn Park, Minnesota 55443

Company Complaining About: Comcast

Description

Comcast is rolling out mandatory data caps outside of our contract renewal window. I cannot change/modify my contract without extending my contract and they changed the contract in the middle and I can't do anything about it.

Ticket: # 1250175 - Comcast Data Cap Implementation

Date: 10/10/2016 7:50:56 AM

City/State/Zip: Detroit, Michigan 48224

Company Complaining About: Comcast

Description

Comcast has recently sent notice that they are now "enforcing" data caps on my internet connection. This is a consumer hostile action, which effectively reduces the paid for service currently in place by 99.4% (From a possible cap of 75 Mbps for the duration of the month, to 1 TB.) In order to return to the current level of service, they are proposing a \$50/mo fee, which is a price hike of 58%. This action is clearly anti-consumer, but there is now no uncapped broadband provider at my address. In fact, Comcast is the only provider at my address which provides faster than 25mbps service.

Ticket: # 1250180 - Unfair Data Caps

Date: 10/10/2016 7:58:49 AM

City/State/Zip: Katy, Texas 77449

Company Complaining About: Comcast

Description

Comcast in Houston is starting to implement hard data caps.

They are doing this because there is no real competition in the area and see an area to profit. I expect that the 1tb cap will shrink to very normal usage in the near future. This type of strangle on the internet will hamper economic development, education and business in the area. Please do something to stop unfair practices. Many other countries are so far ahead of the US in this matter, why are we doing so badly?

Ticket: # 1250185 - Data Caps

Date: 10/10/2016 8:06:23 AM

City/State/Zip: Humble, Texas 77346

Company Complaining About: Comcast

Description

Xfinity Comcast is setting a data cap on it's usage. I do not believe this is fair, nor do I believe that their method of measuring data is accurate. I also believe that they are monopolizing several areas of the country, and because of this, their customers are held hostage, and forced to comply with their demands. They are also potentially violating the NetNeutrality clause by forcing people to choose using their cable over other options such as Netflix, Amazon Prime, and others. Their "estimate" of what you use is completely off base and false. If Comcast is allowed to perpetrate these fallacies, it does not bode well for the future. They claim that if you use less, you'll pay less, however their "less" is under 5 gigs a month, which wouldn't even cover loading their own website once a day for a month. If indeed, they are to be allowed to do this, I believe certain parameters need to be put in place, such as independent testing of their tracking methods,(currently their method is a company survey they paid for) as well as being able to track your data on at least an hourly basis, not the block description they currently have. They need to load data managing software onto their modems, so that people can monitor it at the source, and therefore have access to all the data flowing into their network. Let us not forget, just last year, Comcast was turning all of their modems into wi fi hotspots, with or without your permission or knowledge, so their claim that this is for bandwidth sake is completely moot. If that were the case, why would they have made access to the xfinity network available in such a manner.

In closing, I believe this is just a money grabbing technique from a company that sees danger to their main business, that of cable tv. Many people are tired of their astronomical prices of cable tv, and have decided to convert to a more ala carte tv viewing, by using streaming services. This is designed to take that choice away from them, and shove everyone back in the direction of cable tv packages. Currently, I pay Comcast approximately \$220 a month for tv, phone and internet. Apparently, that is not enough. And I have no other viable choices because they have effectively campaigned in my area, and have made themselves a monopoly. When I contact any other companies that have viable options, I am told that they can't come here. Please, do something about this.

As far as their data metering is concerned, for this first week of October, in a household of 3, where one was out of town for most of the week, one was at work or sleeping, only one was home, they have my usage at 330 gigs. In under 7 days. When I question this, they just tell me it's right. My objections to this current state can go on and on, but I'm sure that you are all aware of these, and probably aspects of it that I have not even considered yet. Please, step in and control this monopolistic tyrant.

Thank you.

Ticket: # 1250194 - Comcast's Recent Announcement Regarding New Data Caps**Date:** 10/10/2016 8:24:34 AM**City/State/Zip:** San Jose, California 95132**Company Complaining About:** Comcast

Description

I live in San Jose, CA and currently enjoy an unlimited Comcast/Xfinity internet service plan. However, I have recently learned that Comcast is significantly expanding their data cap plans to include numerous additional states, including the entirety of California. These data caps are an absolutely disgusting exploitation of Comcast's monopoly on high-bandwidth internet service for the majority of areas which they cover, as well as a general threat to Net Neutrality (which is ultimately the more important issue).

Regarding competition, I am obviously only one example, but if I were to switch my coverage to a competitor, my best (and honestly only) option would be AT&T, with whom I would enjoy a substantially lower bandwidth (24 down/pitiful up notoriously spotty internet. Oh boy!) for only slightly less. Such a switch would essentially make a substantial portion of my internet use substantially worse/slower, if not outright impossible. There's a faint glimmer of hope on the horizon, with Google Fiber reportedly exploring expansion into at least some of San Jose, as well as AT&T's planned fiber coverage following their merger with DirecTV, which MAY wind up reaching me whenever it is eventually implemented.

So, for the time being at least, I am stuck with Comcast/Xfinity as my only viable ISP. Given my heavy use of download/upload each month, I am almost certain I will exceed the new data cap of 1TB, ultimately requiring me to pay an additional \$50 to regain my unlimited use or likely face even more ridiculous fees for exceeding data caps.

However, this is just my personal inconvenience. The far more nefarious part of these newly expanded data caps is Comcast's exception; its own streaming service. This "zero rating" practice is perhaps the most arrogantly blatant anti-net-neutrality policy I have seen emerge from the data world in recent years, and the fact that it avoids violating FCC regulations is nothing short of a joke. "Zero rating" is ultimately one step from dreaded "fast-lanes" and only a few more steps from complete domain bans.

I know slippery-slope logic is often considered a falacy, but in the case of ISP's who have repeatedly attempted to push the boundaries of consumer and legal acceptance, I don't think these possibilities are a stretch. It is absolutely essential that internet service is put under the strict regulation necessary to prevent this blatant exploitation of what an increasingly essential service in the modern world. Eliminating data caps seems to be the simplest way to destroy any appeal of "zero rating" services.

Ticket: # 1250198 - Comcast internet usage caps

Date: 10/10/2016 8:34:44 AM

City/State/Zip: Portland, Oregon 97224

Company Complaining About: Comcast

Description

Comcast is unjustly adding internet data caps on their service plans, charging a premium to go over. This is especially the case in regions where Comcast holds a monopoly on quality cable services. It's no secret that Comcast has had it out for streaming services such as Netflix and Hulu. Instead of making their cable service competitive, they are essentially putting a block on the amount of use one can get streaming services. With new services, 4K quality, online gaming, and other high tech programs entering the market, that 1 TB cap is going to be a serious issue. We are supposed to live in a free market, and while that may not be the reality, it's companies like Comcast who are jeopardizing the foundation of the American economy.

Ticket: # 1250203 - Comcast Data Cap**Date:** 10/10/2016 8:37:25 AM**City/State/Zip:** Silverdale, Washington 98383**Company Complaining About:** Comcast

Description

As I'm sure you've heard, Comcast is rolling out new data caps of 1 TB. I am outraged at this. This plan does not account for the fact that we are using more and more data every year. Remember in the 90's when computers hardly had any storage compared to now? In ten years, I'm sure we'll see the same sort of growth. Even now, 4K streaming and huge games are becoming more and more popular. It won't be long before every single family in the US is using close to a TB of data a month, and it's painfully obvious that Comcast plans to make huge profits when this happens.

The worst part? I would love to switch ISPs but I can't. Most people can't, because Comcast is the only option where they live. Comcast is a monopoly, they are anti-consumer, and they must be stopped.

Ticket: # 1250214 - Complain Against Comcast's Data Cap

Date: 10/10/2016 8:58:02 AM

City/State/Zip: Chico, California 95926

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1250238 - Comcast Data Cap Mn

Date: 10/10/2016 9:28:47 AM

City/State/Zip: Maple Grove, Minnesota 55369

Company Complaining About: Comcast

Description

Hi, i have paid for Internet with exceptions of no data limits like Cell Carriers. I am Locked into my contract with Comcast and they are really the only provider in my area that has Broadband speeds. They are now charging me if i go over and this is just a frivolous use of data caps only to generate more revenue on the backs of americans. IF this was a really detrimental to ISP's then they would ALL be doing this. Since comcast is the only provider for millions of americans they are taking advantage of the monopoly . Please make this practice illegal.

[Ticket: # 1250258 - Comcast Limiting Data](#)

Date: 10/10/2016 9:40:08 AM

City/State/Zip: Houston, Texas 77084

Company Complaining About: Comcast

Description

Concerning net neutrality about crooked Comcast. Comcast is limiting internet with data caps because people are using streaming services now and they are trying to bottleneck because it "hurts" their cable business.

Ticket: # 1250280 - Comcast Data Caps**Date:** 10/10/2016 9:54:25 AM**City/State/Zip:** Blaine, Minnesota 55449**Company Complaining About:** Comcast

Description

Comcast recently notified me of a change in policy on my plan. They set a data cap of 1TB with crazy overage fees. Right now I am under that cap, but data usage is increasing every year, and with lots of things going 4K, it's only a matter of time before I'm going to be over that 1TB arbitrary cap they are imposing. They don't allow you to cancel your plan, even though they are changing the terms which is also garbage, I would never be allowed to change the contract if I wanted to change something.

Data caps are completely arbitrary, and should be completely outlawed. I'm a network administrator, and I know firsthand that this is not needed for their infrastructure. This is a money grab, that is a long con for them to cash in on when everyone gets 4k streaming or larger games, etc in a few years, then they can just charge everyone an extra \$50 a month so they can be unlimited again and just pocket that extra \$50 because they don't need it to increase capacity.

Ticket: # 1250405 - XXX XXX's complaint re: ISP Zero Rating

Date: 10/10/2016 11:06:32 AM

City/State/Zip: Salt Lake City, Utah 84107

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Max Jex

Ticket: # 1250295 - Comcast Datacaps

Date: 10/10/2016 10:11:12 AM

City/State/Zip: Royal Oak, Michigan 48073

Company Complaining About: Comcast

Description

I received a notification that I would have a 1 TB data cap as of November 1st, 2016. This is outrageous that they would impose any sort of cap to internet usage after years of no cap and with little warning other than a poorly titled email. While we may not be hitting this cap any time soon with the release of 4k video on streaming platforms this will become more common place as 4k televisions and monitors are purchased. This is anti-competitive to streaming services(since their own streaming services and cable face no such caps) and because at 4k resolution it takes an extremely short time of moderate viewing to reach this cap. I have an online backup that is more than 1 TB. If I need to recover my data I will have to pay over \$200 extra dollars just to do that! It is offensive to me and all other consumers that Comcast would even try something like this and thing there wouldn't be massive backlash. If this is allowed to go unchecked we will see the consequences in the near future for not having done something now.

Ticket: # 1250312 - Data Caps

Date: 10/10/2016 10:19:31 AM

City/State/Zip: Jacksonville, Florida 32205

Company Complaining About: Comcast

Description

On November 1st, Comcast is instituting a 1TB data cap nationwide. In the age of HD streaming and digital downloads this will literally increase my monthly bill. There is no competition in my city so I cannot take my business somewhere else. We need the FCC to strike against data caps.

Ticket: # 1250314 - Xfinity new data cap

Date: 10/10/2016 10:20:52 AM

City/State/Zip: Plymouth, Minnesota 55447

Company Complaining About: Comcast

Description

Xfinity is now price gouging their customers with their new 1TB data cap. This business practice is unethical and likely illegal. It is time to treat internet like a utility, not a luxury.

Ticket: # 1250347 - Comcast Data caps

Date: 10/10/2016 10:38:12 AM

City/State/Zip: Spanish Fork, Utah 84660

Company Complaining About: Comcast

Description

Comcast has just released a data cap system to all it's customers. This is ridiculous and with the recent ruling that internet service is on the same field as power/water/utilities, the data cap should be illegal.

Ticket: # 1250342 - Comcast Data Cap**Date:** 10/10/2016 10:36:34 AM**City/State/Zip:** Federal Heights, Colorado 80260**Company Complaining About:** Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1251146 - Comcast Internet one terabyte cap

Date: 10/10/2016 3:51:47 PM

City/State/Zip: Fresno, California 93702

Company Complaining About: Comcast

Description

Comcast is implementing a data cap of one terabyte when there shouldn't be any data cap to begin with.

Ticket: # 1250390 - AT&T Net Neutrality Violation

Date: 10/10/2016 11:01:41 AM

City/State/Zip: Horsham, Pennsylvania 19044

Company Complaining About: AT&T

Description

AT&T exempts DirecTV, their owned service, from data caps, while services I subscribe to are not exempted, preventing me from using them in the same manner. This tactic is predatory, abusive, and anti-consumer. I am bombarded by advertisements for this DirecTV nonsense, when the service does not meet my needs (local sports broadcasts), and now their own service is given preferential treatment. This is monopolistic behavior in violation of the open internet order. You must fine them, and heavily, to send a message that your net neutrality rules have teeth--sharp teeth.

Ticket: # 1250398 - Data Caps**Date:** 10/10/2016 11:04:35 AM**City/State/Zip:** Boulder, Colorado 80302**Company Complaining About:** Comcast

Description

I am writing to file a complaint regarding Comcast's recent decision to implement 1TB data caps. In August of this year, I reached a new service agreement with Comcast for high speed cable internet. At that time, the Comcast representative explicitly stated that no data caps would affect this service. Additionally, it is my believe that this practice violates the open internet order for two reasons: it is effectively blocking legal content, and it is unreasonable discrimination of content.

This action effectively blocks access to various services by limiting the amount that these services may be used. For example, per Netflix's own estimate, one hour of HD streaming video may use up to 3GB of data. An hour of Netflix's 4K HD streaming video may use up to 30GB. As a result, a household is only able to watch one hour of 4K streamed content a night if they wish to stay within their monthly data limit. While 4K streaming is far from the majority of content consumed by households, it is growing and will be in the near future.

This action is also an unreasonable discrimination of content. While Comcast claims it is important for network management to implement these data caps, there is no evidence they improve network efficiency, or do anything other than serve as a cash grab. Cable and fiber based services do not suffer the same type of spectrum scarcity common among wireless services, and the marginal cost of extra data consumption by consumers to the ISP is minimal. Rather than simply not overselling their network's bandwidth capacity, Comcast seeks to address a bandwidth issue by limiting the amount of data consumed.

Ticket: # 1252628 - Comcast to impose data caps.

Date: 10/11/2016 12:23:42 PM

City/State/Zip: Bellingham, Washington 98225

Company Complaining About: Comcast

Description

Comcast is seeking to impose data caps in Washington state at 1TB

Ticket: # 1250403 - XXX XXX's complaint re: ISP Zero Rating

Date: 10/10/2016 11:06:00 AM

City/State/Zip: Salt Lake City, Utah 84107

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Max Jex

Ticket: # 1250407 - Data Caps

Date: 10/10/2016 11:07:08 AM

City/State/Zip: Grand Rapids, Michigan 49546

Company Complaining About: Comcast

Description

Just recently, Comcast implemented a data cap in my area. This would require me to cut down on my usage of various subscription services that I already pay for.

Ticket: # 1250419 - Comcast Data Caps**Date:** 10/10/2016 11:17:12 AM**City/State/Zip:** San Jose, California 95123**Company Complaining About:** Comcast

Description

Comcast has sent customers an e-mail regarding the implementation of data caps on customer accounts under the guise that those who use more should pay more. Comcast claims that less than 1% exceed their newly imposed cap of 1 terebyte..if that is the case then what is the problem? Why impose caps and then offer to charge more? Ans if 99% use less internet why not charge those who use less...less money? This nothing more than a money grab and by their own admission this strictly a business decision. The Internet has become a utility much like phone service and power/gas. Comcast, AT&T are monopolies that have been allowed to grow with no competition and as such are now in control of our medium for information retrieval. As the internet has become our primary means of accessing entertainment, news, educational references, and financial services Comcast decides to create a choke-hold on this medium. Their allotted data has no adjustments for growth except to pay. Ten years ago one giga-byte seemed like a huge number never to be exceeded yet now one gig is a one hour show on Netflix on standard definition. As the vast majority of people use the internet and cut the cable this allotted amount will not be enough and Comcast will profit form the monopoly they've been given. Please reclassify the Internet as a Utility and stop the money grab from powerful monopoly imposing their greed on the citizens of this nation. (b) (6) San Jose, Calif

Ticket: # 1250477 - Comcast Data Cap

Date: 10/10/2016 11:39:06 AM

City/State/Zip: Northville, Michigan 48167

Company Complaining About: Comcast

Description

Recently I received an email from Comcast notifying me that they are implementing a 1 TB bandwidth data cap. If I go over this limit, they will then charge me \$200. As a solution they offer an unlimited data service for an additional \$50 per month to my already existing monthly fees.

This is outrageous for numerous reasons. The service they are offering as a solution offers no value add. The infrastructure already exists, and the amount of data has no direct affect on Comcast as a service provider. They do not expend more, or less, resources based on the amount of bandwidth consumed.

This is nothing more than a scam and a ploy to extract more money from customers, who have no other options for service. This is a direct monopolization, and they are exploiting their control by implementing strong-arm tactics to further generate profit.

Please address this malicious corporate injustice.

Ticket: # 1250488 - Internet Data Caps**Date:** 10/10/2016 11:45:11 AM**City/State/Zip:** Northville, Michigan 48168**Company Complaining About:** Comcast

Description

Recently, Comcast has announced that they would be introducing a 1TB data cap to my service. Previously, my internet usage has never been capped. These data caps being implemented by large ISPs are not due to bandwidth scarcity or overtaxing their systems. They are anti competitive and anti consumer on every level. Comcast has a monopoly in many places where they can do what they want with little recourse. In recent years, the internet has become essential to our daily lives for work, entertainment, school, etc. To put arbitrary caps on what has become a basic utility for many people should not be allowed.

Ticket: # 1250503 - Comcast Data caps

Date: 10/10/2016 11:51:31 AM

City/State/Zip: Sugar Land, Texas 77479

Company Complaining About: Comcast

Description

Comcast has massive control over the Houston area for internet and them implementing data cap is absurd. Not only is it unfair to those with larger households it is unfair to outrageous because in many areas comcast is the only available option.

This makes them a monopoly who has complete control over how people use their internet and they already charge outrageous fees.

I have been with them for over 1.5 decades. I even remember when roadrunner was the best option but you had various options now, not so much.

Ticket: # 1250533 - Comcast 1TB data cap

Date: 10/10/2016 12:00:21 PM

City/State/Zip: Monument, Colorado 80132

Company Complaining About: Comcast

Description

Comcast's enactment of a 1TB monthly data cap is in direct response to "cord-cutters" that have left Comcast's cable service and switched to online streaming services like Netflix, Amazon and Sling TV. 4k video and online gaming downloads will routinely push my household over the 1TB data limit resulting in a \$200/month penalty. That charge is almost three times the cost of my monthly service. This is exorbitant and a violation of Net Neutrality.

Ticket: # 1250539 - Comcast Data Caps

Date: 10/10/2016 12:01:45 PM

City/State/Zip: Ann Arbor, Michigan 48108

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

The argument that 1TB is a lot of data is simply not true. In the age of streaming and cloud storage, 1TB can be used up in no time. Downloading a single PC game can average around 50GB. That's 5% right there!

Ticket: # 1250577 - Data Caps Placed on Internet Personnel Service

Date: 10/10/2016 12:11:48 PM

City/State/Zip: Magnolia, Texas 77354

Company Complaining About: Comcast

Description

Xfinity (Comcast) by implementing data caps is forcing the individual user into paying more for services as they way services are used change. Paying a connection is fine, but paying amount of data used is forcing the customer to pay by the drink.

Ticket: # 1250612 - Comcast Data Caps**Date:** 10/10/2016 12:24:20 PM**City/State/Zip:** Seattle, Washington 98105**Company Complaining About:** Comcast

Description

They aren't calling them "Data Caps", but that's what they are. It doesn't matter that 1 Tb is enough for most people, the fact of the matter is that they *will* lower that cap given time, forcing people who want to watch media to do so through comcast services. They are effectively adding a paywall to high-bandwidth media, such as UHD (4k) streaming from Netflix or Youtube, and downloads, such as large games that can only be purchased and downloaded digitally.

Ticket: # 1250617 - Comcast Data Caps

Date: 10/10/2016 12:26:48 PM

City/State/Zip: Indianapolis, Indiana 46236

Company Complaining About: Comcast

Description

Comcast recently imposed data caps on internet usage in my area. They are the only high speed internet provider in my area and they have a clear monopoly. It is clear these caps are meant to punish Comcast customers that do not pay for Comcast TV services. Comcast does not want to compete with online TV services, so they will just charge customers more that are using these online services instead of Comcast's TV service. Data caps on wired networks should be outlawed.

Ticket: # 1250630 - Comcast Data Caps

Date: 10/10/2016 12:30:37 PM

City/State/Zip: Silver City, New Mexico 88061

Company Complaining About: Comcast

Description

I live in an area where there is no real competition to comcast and their data caps will not only hurt the businesses that rely on comcast (it's competition doesn't provide Internet service that comes close to comcast) but also the average consumer who chooses to use streaming services instead of comcast based services. This is in violation to net neutrality because they exempt their own streaming services from using your allocated data, leading to them hurting competition.

Ticket: # 1250652 - Comcast Data Caps

Date: 10/10/2016 12:34:56 PM

City/State/Zip: Vancouver, Washington 98684

Company Complaining About: Comcast

Description

Comcast is imposing data caps on it's customers. This is only done for greed and profit at the cost of your constituents. Please do not allow them to take more of our money for no other reason than being greedy. This hurts all of us.

Ticket: # 1250663 - Comcast Data Cap Imposition (Northern Cal.)

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

City/State/Zip: Redwood City, California 94061

Company Complaining About: Comcast

Description

Last week Comcast provided notice that, effective Nov. 1, it would implement data caps on my home internet plan. Comcast's tactics are deplorable and unfair. Not only are they coming with less than 30-days notice, the plan and contract that I signed were for unlimited, uncapped, untrottled internet.

Camcast should not be allowed to use its monopoly power, secured via franchise agreements with local authorities, to force such changes on consumers -- particularly those in contract.

Comcast has not shown any technical need for the caps, but rather this is a business case of greed fostered by a lack of meaningful choice.

Ticket: # 1257457 - Comcast data caps

Date: 10/12/2016 1:58:52 PM

City/State/Zip: Fishers, Indiana 46037

Company Complaining About: Comcast

Description

Dear FCC,

I'm writing to inform you of an issue with our ISP, Comcast and their recently announced plan to charge overage fees on internet usage. Their (Comcast) limit is set to 1TB and I feel that is stifling competition by unnecessarily burdening customers who chose to obtain video and media through sources other than Comcast. We have 2 4k televisions which we watch 4k content available on Hulu, Amazon and Netflix. We also have multiple tablets our kids use for entertainment. Additionally I work from home and require video feeds during the day for me to complete my job.

Based on articles that published actual observed usage of typical netflix users who watch 4K content, our family will be over the imposed limit every month. I pay Comcast extra for the blast plus higher speed tier of service to insure my family has the capacity to watch 4k content and now they want to charge me even more for actually using the faster service. It's double dipping and I feel it's designed to steer me to their inferior video and cable offerings by increasing the cost of their competitors options.

Please help insure Comcast doesn't stifle it's competition using these artificial data cap overage penalties. There is no reason I should have to pay extra for a higher speed tier and have to pay again for the data I use as a result.

<https://www.techdirt.com/articles/20140218/11532626269/house-cards-4k-will-eat-broadband-caps-like-popcorn-shrimp.shtml>

Ticket: # 1250717 - Comcast data caps

Date: 10/10/2016 1:03:03 PM

City/State/Zip: Crystal, Minnesota 55429

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1250720 - Comcast added a new 1TB data cap

Date: 10/10/2016 1:05:06 PM

City/State/Zip: Monterey, California 93940

Company Complaining About: Comcast

Description

Comcast has instituted a 1TB data cap per month. I left AT&T, the only other ISP in my area when they 'upgraded' their service to apply their own data cap. When I signed up with comcast I agreed to pay for bandwidth - not the total number of bytes delivered.

This would be less of an issue if I could switch service providers but there is no choice in my area. This change in their policy is designed to extract penalties from people who unwittingly go over an arbitrary amount of data usage and is a regressive force on the development of future technologies. 1TB sounds like a huge amount today but will it be so large in five years? ten years?

(b) (6) (EE, Network Software Engineer)

Ticket: # 1250724 - Comcast Data Caps

Date: 10/10/2016 1:06:16 PM

City/State/Zip: Seattle, Washington 98106

Company Complaining About: Comcast

Description

For no reason other than increasing their profitability Comcast has implemented a data cap on my service. This goes against the idea of open internet and as a utility seems to violate the law. As a result of this change I was forced to cancel my service (which took talking to 4 different Comcast Reps and spending over an hour on the phone) and pay more through a competitor.

Ticket: # 1250734 - Comcast data caps

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

City/State/Zip: Richmond, Virginia 23222

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

[Ticket: # 1250738 - Comcast \(Xfinity\) data cap](#)

Date: 10/10/2016 1:13:09 PM

City/State/Zip: Los Gatos, California 95032

Company Complaining About: Comcast

Description

Comcast has recently added a data cap to my internet service. I believe this is a breach of net neutrality which is a fundamental part of a free and open internet.

Ticket: # 1250757 - Comcast's XFINITY Stream TV service

Date: 10/10/2016 1:20:05 PM

City/State/Zip: Hayward, California 94545

Company Complaining About: Comcast

Description

omcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1250784 - Comcast Data Caps

Date: 10/10/2016 1:26:44 PM

City/State/Zip: Seattle, Washington 98102

Company Complaining About: Comcast

Description

I am a customer of comcast through Xfinity. I was recently informed that data caps would start being imposed on me, as a customer in the state of Washington, which I find both abhorrent and backwards. Allowing practices like data caps where the marginal cost of bandwidth is practically non-existent is promoting an unhealthy business practice that will inhibit the growth of the digital economy in the future.

Comcast should not be allowed to impose data caps while at the same time holding a monopoly over internet access to a large portion of the Seattle area. Please ensure that the United States internet does not fall even more behind the rest of the developed world, simply so that a company can increase profits for a few quarters.

Ticket: # 1250827 - Comcast Data Cap

Date: 10/10/2016 1:42:47 PM

City/State/Zip: Denver, Colorado 80218

Company Complaining About: Comcast

Description

Comcast is now enforcing globally a 1tb cap on all of its customers. Data caps are arbitrary restrictions which only serve the purpose of generating excessive revenue from customers that exceed these caps even though it costs Comcast nothing. This is a regressive move that further brings the United States further down the ranks in regards to global internet connectivity. As technology grows and advances, and what we can do with the internet expands rapidly, companies like Comcast hinder progress with archaic measures like data caps.

With virtually no alternatives where I live Comcast knows that it is acting on its power as a monopoly in most areas. The current state of ISP competition and regulation in the United States is abysmal, and I hope that the FCC can do something about this in the future before the cable companies cripple our internet.

Ticket: # 1251314 - Comcast Data Cap

Date: 10/10/2016 4:59:39 PM

City/State/Zip: Magna, Utah 84044

Company Complaining About: Comcast

Description

Comcast will be rolling out data caps. This in not acceptable . I am already being charged a higher rate for a faster speed and now they want to cap it.

There data meters have not been vetted. Would like a third independent party to verify it.

Ticket: # 1260870 - Comcast

Date: 10/12/2016 8:46:03 PM

City/State/Zip: Boulder, Colorado 80304

Company Complaining About: Comcast

Description

I'm contacting the FCC to thank Chairman Wheeler and the rest of you guys for being champions of net neutrality and to also once again step up and be champions for consumers by putting a stop to the practice of data capping. My family is (fortunately) not yet affected by Comcast's data caps. . . but I'm concerned that we will be in the near future and I want to speak out about it now.

What ever P.R. glossed arguments Comcast comes up with, this directly hurts innovation. The data caps are just a BS way to get what they wanted out of gutting Net Neutrality laws. If those laws are here to stay and being enforced (thanks again!), by golly Comcast will find some way to get what they DID want.

We know their arguments are bogus and the real reason they want to do caps are to protect their own cable TV monopolies and to continue to raise profits without having to innovate. Honestly, I think Comcast should be broken up and forced to exist in an actual competitive market, because if my family had somewhere else to turn, we would have fired them along time ago. But my only other option here (really) is CenturyLink and they don't offer the kind of fast speeds that having three small business owners in the house requires. I run a small business and live with my mother and father. My father is a real estate broker and my mother is a therapist. All of us use the internet for work and for entertainment and my son uses it for education and entertainment.

Data caps can HURT us badly in unfair and unexpected ways. This horrible policy needs to be nipped in the bud. Please step up and do that for us? Thank you!

Ticket: # 1250878 - Comcast Data Cap

Date: 10/10/2016 2:08:48 PM

City/State/Zip: Grand Ledge, Michigan 48837

Company Complaining About: Comcast

Description

Comcast is rolling out data caps in my area. There are numerous studies that show unlimited data does not clog up the system in any way. These data caps practically force any user to subscribe to their cable service or insanely expensive unlimited data service. With 4K content expanding this will inhibit the growth of streaming and sharing of free information in the future.

Ticket: # 1250928 - Xfinity Data Caps

Date: 10/10/2016 2:24:14 PM

City/State/Zip: Pearland, Texas 77584

Company Complaining About: Comcast

Description

Terabyte data cap - implementing a cap for users is restriction of service which is unneeded and overbearing. If 99% of people never use that much data, then why is a limit needed? They say they have the capacity but if you go over their self-implemented limit you get billed extra, it's a money grab. The limits are not in place where there is competition like google fiber, and the prices are far cheaper for higher speeds! Cable companies lack of competition and self written laws to prohibit competition hurts customers. And if someone has an issue with their service, their customer service is horrible and normally news companies have to intervene to help in the issues. It's all horrible for consumers.

[Ticket: # 1250972 - Comcast Adding data caps](#)

Date: 10/10/2016 2:43:42 PM

City/State/Zip: Centennial, Colorado 80111

Company Complaining About: Comcast

Description

Comcast is violating net neutrality by adding a data cap of 1TB to my connection. this violates net neutrality as it unfairly discriminates against streaming media, one of comcast's competitors for marketshare (they are a cable service company as well)

Ticket: # 1250989 - Comcast 1TB Data Cap**Date:** 10/10/2016 2:48:57 PM**City/State/Zip:** Berkeley, California 94705**Company Complaining About:** Comcast

Description

I recently received an email from Comcast stating that my internet service data will be capped at 1 Terabyte, and I will be charge extra for data beyond that. I am extremely troubled by this for two reasons:

1) I did not agree to this data cap when i agreed to my service plan. Thus I feel like this is a bait-and-switch maneuver. How can an ISP be allowed to freely change the service that's given to a customer without the customer changing plans and/or agreeing to that change in service? I feel that this is a form of fraud perpetrated by Comcast on its users.

2) With the advent of streaming television on platforms such as Apply TV, Google Chromecast, and Amazon Firestick, more and more Americans are getting our television streaming through the Internet. If we have a data cap that effectively limits the amount of television that can be watched. No traditional cable package that i know of has viewing time limits, I don't think people would even purchase a package like that. It also allows the ISP to coerce you into their cable television package, so as to avoid going over data caps and incurring charges. Or alternatively it allows them to create tiered levels of data, one for their streaming content (uncapped), and one for anyone else's (capped and/or throttled). This violates principles of net neutrality which the FCC has recently public showed support for.

Thanks for your time in considering my complaint.

(b) (6)

Berkeley, CA

Ticket: # 1251049 - Comcast Data Caps

Date: 10/10/2016 3:14:56 PM

City/State/Zip: Portland, Oregon 97212

Company Complaining About: Comcast

Description

Comcast will be implementing data caps in my area (Portland) effect November 1st. Data caps have been shown to be technologically unnecessary and by setting these caps at the early days of widespread online video services the stage is being set for costly tiered services as individual data usage grows. The data cap is a way to increase profits without benefiting the service in any way, and to set precedent for increased costs to consumers in the future. I believe these data caps go against the intentions of an open internet.

Ticket: # 1251067 - Comcast Implementing Unfair Data Caps

Date: 10/10/2016 3:20:39 PM

City/State/Zip: Indianapolis, Indiana 46234

Company Complaining About: Comcast

Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information. Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion:<https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

This is even more concerning when one finds out that Comcast can't even measure most people's data correctly. They claimed that one family used 120GB (12% of 1 TB) when the family was on vacation: <http://arstechnica.com/business/2015/12/comcast-admits-data-cap-meter-blunder-charges-wrong-customer-for-overage/>

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

Data usage is only going to increase and at a rapid pace as new technologies emerge.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Regards,

(b) (6)

Ticket: # 1251054 - Comcast/Xfinity Data cap

Date: 10/10/2016 3:15:30 PM

City/State/Zip: Fort Collins, Colorado 80130

Company Complaining About: Comcast

Description

The battle continues to keep the greedy hands of cooperate America from crippling net neutrality with illegal, artificial limitation they invent in order to punish Americans. Comcast has begun a role-out of internet data caps a practice that attacks the American liberty of Internet access. Our country has been at the spearhead of an exciting launch into the future through technology, The industry has revolutionized our country and at this time is one of the few areas our people soar above the rest in terms of innovation and ability. If the data cap is aloud to stand our youth will stop exploring the internet after about 48 hours of 4k video streaming. This data cap will not only stop consumers from using internet, it stops companies from innovating and creating more jobs. Unless this encroachment is stopped, other companies will follow suit and we will experience companies who compete as best they can to the bottom

Ticket: # 1261059 - Comcast Data Caps

Date: 10/12/2016 9:47:12 PM

City/State/Zip: Chicago, Illinois 60613

Company Complaining About: Comcast

Description

A great threat facing innovation for our country today is the monopolized market of internet service providers. The Internet has quickly gone from a luxury to a necessity for everyday life, and even more so for people like me who work from home.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency: Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit. This isn't just for videos of course, people who use services for work will be hit just as hard especially as the size of applications increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any online conversation regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky

enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

We need to open the free market to other ISP's and increase innovative pursuits for better internet access as the rest of the developed world is starting to leave us behind.

Ticket: # 1251080 - Comcast Data Cap

Date: 10/10/2016 3:24:51 PM

City/State/Zip: Muskegon, Michigan 49441

Company Complaining About: Comcast

Description

Dear Sir or Madam,

I have received notification that Comcast will soon implement a 1TB data cap on my personal internet connection. This is anti-competitive behavior leveled at alternative service providers such as Amazon, Hulu, and Netflix. This becomes apparent when xFinity's own streaming service is not part of the cap amount.

It is well known that data caps are not created to prevent congestion or other issues. This anti-competitive behavior cannot be allowed to continue while cable companies continue to deny access to infrastructure to competition.

Ticket: # 1251101 - Comcast Data Caps

Date: 10/10/2016 3:32:47 PM

City/State/Zip: Lansing, Michigan 48911

Company Complaining About: Comcast

Description

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies.

Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? Why not? It is a signal transmitted over the same wire.

Ticket: # 1251106 - Broadband Data Caps

Date: 10/10/2016 3:35:46 PM

City/State/Zip: Coon Rapids, Minnesota 55448

Company Complaining About: Comcast

Description

Comcast is now introducing a data cap for Internet services in my area starting November 1st. I believe this is a punishment for customers who solely use Comcast as an Internet service provider and not as a cable TV or telephone service provider.

Comcast already has an awful reputation with providing inconsistent service at questionable rates, and for most people (myself included), we are limited in our choices for internet service providers. I am already paying a substantial amount of money each month, much higher than the global average, for service the company now wants to limit.

They are trying to discourage users who prefer streaming their television shows through services like Netflix, Hulu, Amazon, etc. According to Comcast's email announcing the data cap, "A terabyte of data is equal to 600-700 hours of HD video." Netflix's website says 1 hour of HD video is approximately 3 GB. Simple math says that this would amount to 300-350 hours of HD video at best, disputing Comcast's erroneous claims.

This calculation does not even take into account the new 4K Ultra HD TV's that are starting to come out and only going to get more and more popular. A 4K data stream will require 4 times the data usage of 1080P. To stream in 4K Ultra HD with HDR, Netflix recommends a consistent minimum download speed of at least 25 megabits per second. That equates to roughly 11.25 gigabytes per hour, or just under 90 hours of streaming (3 hours per day for a month), to blow through the data cap. This is way less than Comcast's claim of, "21 hours of streaming each day."

These calculations are assuming video streaming is the only thing the internet is being used for, which is obviously not the case. Most PC and console video games are now distributed over the internet rather than using physical discs. For example, a PC download of Grand Theft Auto V is about 60 GB. That one game alone would take up the equivalent of more than 5 hours of 4K video streaming.

The only thing that does not count against this data cap is Comcast's own Stream TV service. This is anti-competitive and anti-consumer, designed to get people to pay more and more to Comcast to avoid going over data caps.

When Comcast bought NBCUniversal, it signed an agreement with the government that says if Comcast offers capped or metered internet service, it can't treat its own network traffic differently from rivals' traffic. Through clever wordings and interpretations, Comcast is ignoring these agreements and still doing whatever it wants. This limits competitive innovation and punishes consumers who are forced to use Comcast for their daily internet needs.

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another

provider. America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this will only make it worse. We should be fostering competition between companies, and improvements to internet access for everyone. We shouldn't be allowing providers like Comcast to milk every penny they can from people for their usage of the internet, which is basically a necessity in today's society.

Ticket: # 1251114 - Comcast Internet Data Cap

Date: 10/10/2016 3:39:58 PM

City/State/Zip: Highlands Ranch, Colorado 80130

Company Complaining About: Comcast

Description

Comcast is going to enforce an internet data cap, but when I signed up for the service there was never anything I signed that described a data cap nor was it explained to me over the phone during ordering.

How can this be put into place without adequately stating that in a contract

Ticket: # 1251115 - Comcast Data Caps

Date: 10/10/2016 3:41:06 PM

City/State/Zip: Thornton, Colorado 80233

Company Complaining About: Comcast

Description

Comcast is altering my contract in the middle of the terms to add data caps in hope of further controlling my internet usage. These caps violate net neutrality, and are a blatant abuse of a monopoly in the Denver metro Area.

Ticket: # 1251145 - Comcast implementation of data caps violates net neutrality and antitrust

Date: 10/10/2016 3:51:33 PM

City/State/Zip: Fort Collins, Colorado 80525-6745

Company Complaining About: Comcast

Description

On Oct. 6th I received an email from Comcast stating that they will be implementing a 1TB cap on data usage and will price usage beyond this tier.

In our area, Comcast is a virtual monopoly for high-speed internet as well as television service. There are other options, but they are substantially slower or offer fewer channels or internet speeds or higher latency.

I believe these data caps are a violation of net neutrality because if you stream video from Comcast, it doesn't count against your 1TB cap but if you stream from Netflix or Hulu or Amazon Prime you do. They treat their own packets differently than they treat packets from other companies and this violates Net Neutrality precepts. This move also leverages their monopoly in internet data delivery to unfairly push their TV cable product - which is a violation of antitrust "tying" restrictions.

Lastly, this will likely lead to more tiers of service in the long-term. Eventually, it will probably be 500 GB and then 250GB and so on. Soon you'll be buying data bundles much like you do with a cell phone. They want to meter you like a utility without being subject to the laws that govern utility companies and using a metering method that they developed and that doesn't match other data measuring methods (like the built in meter built into Windows 10).

Ticket: # 1251168 - Comcast Data Caps**Date:** 10/10/2016 3:59:33 PM**City/State/Zip:** Parker, Colorado 80134**Company Complaining About:** Comcast

Description

Comcast has recently informed me that they are instituting 1 TB monthly data caps in my area. These data caps will limit my access to the internet. This will impact me currently, and even more so in the future as the data size of files and services increase. This is clearly a ploy to extract more money from their captive customers, especially as data needs increase in the coming years. I implore the FCC to investigate Comcast's business strategies and policies which seem to include maintaining the status quo and refusing to invest in their infrastructure to provide acceptable levels of service to their customers.

Ticket: # 1251207 - Data caps being forced on my by Comcast

Date: 10/10/2016 4:14:06 PM

City/State/Zip: Bluffdale, Utah 84065

Company Complaining About: Comcast

Description

I recently just received a notice from Comcast that an Internet data cap is being imposed in our area. I already pay \$50 a month for my internet service and they are now claiming that if I REALLY want unlimited internet I'll need to pay an extra \$50 a month on my internet bill.

Currently Comcast is the only reliable internet service in the area otherwise I would change providers, but there is no solid competition. I work after hours building a business at home and use the internet frequently as well as my family all day during the day. When I signed up for Comcast I did not agree to a data cap of any kind and there is no value being added, they are simply forcing extra fees and limitations on consumers. This data cap that Comcast is trying to impose is wrong and needs to be removed / fought against.

Ticket: # 1251209 - Comcast Data Caps**Date:** 10/10/2016 4:14:30 PM**City/State/Zip:** Seattle, Washington 98122**Company Complaining About:** Comcast

Description

I am a small business owner and resident of Seattle. I rely on a fast, un-restricted internet connection in both my personal and professional capacity. In both my apartment building and office building, the only available internet service provider is Comcast. As you may have read, Comcast will implement data caps in Washington starting on November 1. The level of service received provided by Comcast is already sub-standard, but with data caps are effectively charging more money for the same service.

What's more, the concept of Data Caps when it comes to an internet provider like Comcast are patently absurd. Bandwidth is not a finite resource, and data caps have no place in a free and fair internet. They exist only as a means to extract more money from consumers who have little or no choice in their internet service provider.

Ticket: # 1251244 - Comcast Data Caps**Date:** 10/10/2016 4:30:01 PM**City/State/Zip:** Arvada, Colorado 80004**Company Complaining About:** Comcast

Description

Comcast just issued a data cap in the Denver, CO greater area. This is a huge impact to me as a Internet user and a videographer. I can not longer do my job without paying a huge fee for unlimited data. How am I supposed to upload my work? The weddings I shoot? The documentaries? The high school photos? My entire way of life is threatened by these people who just want to steal the money right out of the pockets of millions of Americans. I would also like to ask a question. What is a data cap? Why does it exist? It defiles everything that the Internet stands for, not only that, but it's a modern necessity to life. Is this the day of dial up internet? Or is this a service that costs them NOTHING, now that they are already hosting it. How are we suppose to access Tornado warnings or flood warnings if my cap has been reached, because I watched one too many movies this month. It's outrageous and needs to be delt with immediately. It's completely unconstitutional. You HAVE to address this data cap issue that is plaguing America.

[Ticket: # 1251254 - Com data data cap](#)

Date: 10/10/2016 4:35:06 PM

City/State/Zip: Bellingham, Washington 98225

Company Complaining About: Comcast

Description

Forcing a data cap, chargingn more for into ited, and not lowering the bill for those who do fall below the limit is unethical. We need to stop Comcast data caps now!

Ticket: # 1251360 - Comcast is imposing data caps on my internet service at 1TB.

Date: 10/10/2016 5:17:38 PM

City/State/Zip: Fort Collins, Colorado 80525

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

Ticket: # 1251420 - Comcast/Xfinity Data Cap**Date:** 10/10/2016 5:39:22 PM**City/State/Zip:** Minnetonka, Minnesota 55305**Company Complaining About:** Comcast

Description

Comcast/Xfinity has recently implemented a data cap in my area (Minneapolis, MN). We received only 1 month of notice and no discount or bonus to our service, which we are under contract for until 2018. Our household averages 1.3Tb per month, and institution of a cap such as this is severely limiting my access to what is, essentially, a utility. Due to Comcast's monopoly in my area, I have no choice but to continue to use Comcast/Xfinity's subpar service, while being charged extra for using too much data. This data cap sets a dangerous precedent, especially with 4K and ultra-HD on the horizon. Digital video games are a large part of downloads as well, one of which can be upwards of 60gb! That's over 5% of the cap gone in a couple hours.

I believe the internet should be treated as a utility. Right now, that utility is being throttled, capped, and upcharged by Comcast/Xfinity. I urge the FCC to take action on this growing problem.

Ticket: # 1251476 - Comcast is imposing data caps on my internet service at 1TB.

Date: 10/10/2016 6:15:02 PM

City/State/Zip: Des Plaines, Illinois 60016

Company Complaining About: Comcast

Description

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

[Ticket: # 1251506 - Comcast is setting up data caps](#)

Date: 10/10/2016 6:27:52 PM

City/State/Zip: Westminster, Colorado 80021

Company Complaining About: Comcast

Description

Comcast is implementing data caps for use of their internet access. However, if you use their own streaming service, it does not count towards the data cap. This shows favoritism for some data over others.

Ticket: # 1251508 - Comcast Data Caps**Date:** 10/10/2016 6:28:37 PM**City/State/Zip:** Vancouver, Washington 98685**Company Complaining About:** Comcast

Description

I am very upset that Comcast, a company that provides access to the internet for its customers, is now implementing data caps similar to those in place with mobile phone providers. This is an undue burden on customers in an age where access to the internet and increasing resolutions of audio and images require increased data for access. Please do whatever you can to stop this process of controlling access to content that already requires users to spend a considerable monthly fee with their current access rates. This type of practice by wireless and cable providers to profit off of existing customers without delivering an improvement in service or good sold is becoming ridiculous. Thank you.

Ticket: # 1251527 - Comcast Data Cap**Date:** 10/10/2016 6:42:32 PM**City/State/Zip:** Wonder Lake, Illinois 60097**Company Complaining About:** Comcast

Description

We are entering an all digital age. We have a couple 4k TV's in the house and regularly view 4k content everyday. We on average, THROUGH NORMAL USE, use about 35-50GB of data everyday. This will only increase as 4k becomes the norm. How comcast can put a 1TB cap on an all digital future is complete bullshit. Plus they have the nerve of adding a \$50 unlimited tier on a virtual resource where data and speed isn't capped like it is in the cell phone environment. I don't pay to use the internet to worry about data caps that shouldn't exist. This is complete anti-consumer at its finest and a ploy to basically force users to pay more or move to a TV package.

We use the internet for Vue, Netflix, Hulu and gaming using multiple 4k TV's, tablets, computers and phones. I shouldn't have to pay for it.

They should either drop my bill \$50 to compensate for the cap or just remove the cap altogether. The fact that comcast is the only broadband provider in my area leaves with absolute shit for internet choices.

Fix it.

Ticket: # 1251529 - Comcast Data Caps

Date: 10/10/2016 6:42:56 PM

City/State/Zip: Fort Collins, Colorado 80525

Company Complaining About: Comcast

Description

Comcast has issued a statement that starting on Nov 1st it will have a monthly Data Cap for its service and will charge extra for going beyond that. This is obviously to restrict people from online services such as Hulu and Netflix in favor of their own Cable Service. It also effects online gaming and other services already paid to other companies used by myself, wife, and child.

Comcast currently has a monopoly in my apartment complex and have no other options for internet service and this is a clear violation of net neutrality.

Ticket: # 1251553 - Comcast data usage cap

Date: 10/10/2016 6:52:59 PM

City/State/Zip: Santa Clara, California 95051

Company Complaining About: Comcast

Description

I received notice that Comcast would be instating a data cap on my house. I believe this is entirely anti-competitive, because Comcast's video services are exempted from the cap, while my family's consumption of 4K Hulu and Netflix content is effectively penalized. As I live in the heart of Silicon Valley, there is no logistical reason for bandwidth contention, which indicates that Comcast is acting in an anti-consumer fashion.

Ticket: # 1251571 - Comcast/Xfinity Data Caps**Date:** 10/10/2016 6:57:55 PM**City/State/Zip:** Boulder, Colorado 80301**Company Complaining About:** Comcast

Description

Our generation is defined by our ability to obtain all of the worlds knowledge at our fingertips. The progress for the human race has never been more rapid. Education has never been easier to obtain for poor and rich alike. Global communication only continues to become simpler and higher quality. Data caps introduced by Comcast/Xfinity hinders the human race to fill the pockets of a few elite members of society. It is a crime against humanity and the folks at Comcast should be put in a maximum security prison for life or given the death penalty. The data caps may seem generous, but as file size grows and as web pages use more and more bytes we will soon need to upgrade. In my area, Comcast has no competition and is unchecked. I don't care how they justify their monopoly legally. It is the only choice for high speed internet and is thus a monopoly. Internet should be a public utility since it is used with the same frequency as water and many depend on it in daily life and at work in the same way one depends on water. The fiber lines that run under our city are unused and throttled by Comcast. I and all other people in America beseech you to remove the caps and sue Comcast into oblivion so that more competition may emerge.

Ticket: # 1251574 - Data caps

Date: 10/10/2016 6:59:41 PM

City/State/Zip: State College, Pennsylvania 16801

Company Complaining About: Comcast

Description

Imposing data caps on users is completely unethical. Data caps are an unneeded and greedy way to add an extra feed. The internet does not "run out" when people use a lot of data, therefore data caps should not be even remotely considered. Comcast is using their large monopoly to their advantage by charging this extra fee to those you use high amounts of data. Many people may not have an option in the area besides Comcast.

Ticket: # 1251590 - Comcast data caps

Date: 10/10/2016 7:07:03 PM

City/State/Zip: San Francisco, California 94122

Company Complaining About: Comcast

Description

TLDR: I don't want data caps. Comcast has no competition in my area.

Comcast is the only viable option i have in my area for internet in my area. Sonic offers service but it didn't actually work when i had it. If i had ANY option that worked and did not involve data caps i would use that option. Comcast has no natural competition.

With that in mind i view this practice as an abuse of that lack of competition, please regulate this company and this practice.

Ticket: # 1251640 - Data Caps**Date:** 10/10/2016 7:38:13 PM**City/State/Zip:** Yorkville, Illinois 60560**Company Complaining About:** Comcast

Description

In this day and age, data caps are useless. They don't prevent data from being used at peak loads (which is the main argument for using them), and they strive to disrupt the neutrality of the internet.

Recently Comcast, the monopoly of an internet provider in my area, recently introduced a "plan" to limit consumers to 1TB of data per month. While 1TB of data is a "huge" amount of data according to the company, hosting more than one person per household can impose severe issues with competing streaming services such as Netflix, Hulu, YouTube, or even self hosted streaming services such as Plex or OpenMediaVault.

In regard to Net Neutrality, data caps invoke users to find "free" ways to consume their media. With data caps imposed, most consumers will be forced to use Comcast's TV service as an alternative to the competition, because streaming media does not count towards their "data cap".

Data caps also impede self hosted web services. This restricts consumers from bringing new competition into the market because they are required to pay more for "unlimited" data. For example, I now have to worry if my clients have requested too many resources from my server, and potentially shut it down for the remainder of the month if the data cap overflows to prevent massive over charges.

Currently, 1TB of data may look "massive" to some people. Many people won't complain because "it doesn't affect them". Others don't understand technology enough to know the difference. Years ago, most people thought it would be impossible to fill their 10MB hard drives. Currently, game downloads approach over 50GB. In the future, 4K streams, 8K streams, or even 1TB game downloads could easily become the norm.

While Comcast directly effects me, other internet service providers should be forced to abolish data caps to preserve the open internet. T-Mobile's "Binge On" plan, as well as AT&T's "Direct TV" stream-for-free service also strive to destroy their competing services. For example, a consumer may choose one of T-Mobile's cherry picked services instead of an alternative, more secure streaming service that another start up company is creating. Not only does this demote the idea of an "open internet", but it also provides a soft censorship for internet giants such as AT&T, Comcast, and T-Mobile.

Ultimately, while 1TB of data may look miles away now, Comcast wants to force "data caps" to become a norm. In order to preserve the neutrality of the internet, soft data caps must be stopped in it's tracks before it's too late.

Ticket: # 1251643 - Comcast data caps.

Date: 10/10/2016 7:42:24 PM

City/State/Zip: Jacksonville, Florida 32257

Company Complaining About: Comcast

Description

Comcast is starting to roll out data caps and I am being affected by it. They claim it is very hard to use one terabyte per month but if this is true then why enforce the data cap at all? This might not affect houses with one or two people in them but with a family of lets say four or five it is extremely easy to go over one terabyte per month. October started ten day's ago and I have already used more than four hundred gigabytes of data with the other members of my household this data cap and I have housed over a terabyte per month each month this year and most likely last year too. This data cap is anti consumer and is going to make internet way to expensive for some people and it is a necessity. Again if one terabyte per month is hard to use then why enforce this at all? This is going to affect a lot of people in a very negative way and its not fair if we don't have any other choice in provider.

Ticket: # 1256974 - Data Cap on Internet Usage by Comcast

Date: 10/12/2016 1:24:58 PM

City/State/Zip: Erie, Colorado 80516-0172

Company Complaining About: Comcast

Description

Comcast has just announced that in November, they will be implementing a 1 terabyte monthly data cap on all customers in Colorado. Customers that go over that amount will automatically be billed up to an additional \$200 "no matter how much data is used". This is price gouging and abusive to customers who have no other options.

I live in Colorado and in my personal case, on *average* I use 45gb per month. However, since I am a software engineer professionally and a heavy user of my home internet connection, there are some months where I have extremely high usage and can quite easily almost hit that 1tb mark or go over. This can happen if I am having to download a lot of software for projects like Linux installs or use my company's data services. So do simply to do my job, my previously unlimited connection that rarely may go over 1tb will now cost me hundreds of dollars extra a month unexpectedly.

To go further, I do not currently have any other options for very high speed internet access from home. Currently with my Comcast account, I get about 150mb/s download and 20mb/s upload speed. This speed is very important do to the nature of my work, and generally just nice to have for personal uses.

My only options for internet access at all other than Comcast are currently DSL via CenturyLink, and this option does not approach the speeds available through Comcast at the moment.

Here I am, a software engineer living in one of the growing areas for the technology industry and I am essentially limited to only one option for an Internet Service Provider.

I encourage our representatives at the FCC to look harshly at Comcast and hopefully come to some corrective actions very soon.

My fear is that the major telco's in the country, bother wired and wireless, are putting these limits in place now because internet use is exploding and they want to charge exorbitant rates in the future. Over the coming decade with the advent of 4k/8k television programming online, gaming and other entertainment, and services such as internet of things, regular data use by average folks will be more than even my peak professional usage is now.

Comcast, AT&T, Charter, and others are trying to set a pattern in place now that will end the historical pattern of unlimited internet access for a regular monthly fee. I have been a user of many different internet services since the days of dialup through DSL, cable, LTE wireless, and hopefully fiber soon. In all cases, my accounts have been unlimited until now. Again, I count myself as somewhat lucky and can't imagine the pains these new policies across the telco industry have been causing to millions of other Americans with no options.

Thanks for your attention.

Ticket: # 1251682 - Data cap on Comcast Internet**Date:** 10/10/2016 7:58:21 PM**City/State/Zip:** Burton, Michigan 48529**Company Complaining About:** Comcast

Description

Please, please, please. From the bottom of my heart as a gamer stop Comcast from putting data caps on the internet bandwidth that I as a user pay for. It has been proven in comcast documents that this is not an issue of getting people internet it is simply to hinder my right and many other Americans rights to go and do what they want when they want on the internet. This will greatly hurt a gamer and streamer such as me seeing as I frequently download games and watch netflix with only having one TB a month to do what I please with. A typical computer game is around 40GB to download. and some months I download 10 or more games which would end up being almost half of my allowed data useage in michigan if Comcast is allowed to do this. To me this goes against open internet/Net Neutrality. How is this open internet when the intention is essentially to punish those who use streaming websites such as Netflix or Hulu all because Comcast has lost customers due to high cable prices. This is nothing more than comcast trying to stamp out companies such as Netflix at he cost of more infringement on open internet and the freedom for people who pay for internet to do what they want without being charged an extra fee. Do not allow for them to do this it is not right.

Ticket: # 1251690 - Xfinity and 1Tb data cap

Date: 10/10/2016 8:07:15 PM

City/State/Zip: Sammamish, Washington 98074

Company Complaining About: Comcast

Description

Xfinity will start to apply 1Tb data cap in my area. I think it's illegal and amoral use of monopoly (Cocast is the only 100Mb+ internet provider available for me). Era of 4k is starting - they are preparing to steal money from costumers in the future by doing this.

Ticket: # 1251714 - Comcast 1TB data cap, VIOLATION OF NET NEUTRALITY!

Date: 10/10/2016 8:25:41 PM

City/State/Zip: Auburn, Washington 98001

Company Complaining About: Comcast

Description

Data caps are a blatant violation of net neutrality and are a measure to unfairly harm competitors to Comcast's failing cable TV business.

Ticket: # 1251734 - Comcast Data Caps

Date: 10/10/2016 8:37:42 PM

City/State/Zip: Puyallup, Washington 98374

Company Complaining About: Comcast

Description

Comcast is instigating data caps at 1 TB. There is no engineering or infrastructure reason for this but is purely a business decision. It incentivizes the use of Comcast's own services and penalizes their competitors in the movie and tv streaming markets. This penalizes those who produce streaming content both business and public use and its effects shall become even more evident as 4k streaming become more commonplace. Comcast justifies this as making it fair but as they have fought tooth and nail to prevent internet access from being charged and used as a utility and thus these arguments hold no merit. Also given this data usage will be monitored by Comcast using their own systems with no guaranty to its accuracy it leaves the public vulnerable to being over charged due technical issues, and given Comcast's record on both customer service and reliability this is of great concern. Please stop them.

Ticket: # 1251741 - Comcast is implementing a 1 TB Data cap in Washington state

Date: 10/10/2016 8:39:13 PM

City/State/Zip: Bellevue, Washington 98008

Company Complaining About: Comcast

Description

Data Caps are a blatant violation of net neutrality, they are intended to punish Netflix and other streaming video platforms and direct you to Comcast's traditional Cable TV.

Ticket: # 1251768 - Comcast data caps

Date: 10/10/2016 8:52:32 PM

City/State/Zip: Pasco, Washington 99301

Company Complaining About: Comcast

Description

Comcast introducing additional data caps is wholly unfair and limiting. Doing this in areas of limited ISP availability makes it even worse.

Ticket: # 1251769 - Comcast Data Caps**Date:** 10/10/2016 8:53:42 PM**City/State/Zip:** Happy Valley, Oregon 97015**Company Complaining About:** Comcast

Description

They are going to start implementing data caps in my area on November 1st. I have many problems with this. First, there is no technological reason for the data caps, it's not like Comcast has a finite amount of data, that is patently ridiculous. The only reason for data caps is a blatant money grab. Second, they say that only 1% of it's customer's will be affected by this, if this is true (I doubt it is), then why even implement in the first place. And that number will increase exponentially in the future with 4K streaming being implemented on a large scale soon, and I doubt Comcast will be updating this cap to keep up with the times. Third, they say that people should pay for the data they use, so if I only used half of my data cap, I should get a reduction on my bill, that won't happen with their system. They are doing this as a money grab and to punish cord cutters, simple as that.

[Ticket: # 1251791 - 1TB data cap starting Nov 1](#)

Date: 10/10/2016 9:03:37 PM

City/State/Zip: Seatac, Washington 98168

Company Complaining About: Comcast

Description

I just received a letter saying I would have a 1TB data cap with up to another 1000gb for \$200. That's just ridiculous. I'd expect it from a cell phone company, but not this monopoly.

I imagine companies plan ahead, but obviously you don't understand the data required for the soon to come 4k streaming. Or maybe you do and you're scared of losing cable TV customers.

Ticket: # 1251806 - Comcast Data Caps**Date:** 10/10/2016 9:21:14 PM**City/State/Zip:** Claremont, New Hampshire 03743**Company Complaining About:** Comcast

Description

Hi, I'd like to register a complaint regarding Comcast and how they're rolling out a data cap. I stopped using them for phone and cable tv services, and switched to internet only. My house phone which is voice over IP and TV all come through the internet from Hulu, Amazon, Netflix and Youtube. In todays world, many of us like to stream in HD, be it 720p, 1080p, or emerging technologies like 4k and beyond. These use increasing amounts of data. Now imagine a household that relies on internet streaming and online gaming.

Which brings us to my next point. Many people use online services like Steam to LEGALLY download and play games. Modern blockbuster titles are sometimes in excess of 50gb. If you download just two modern games, you're looking at already hitting 10% of your monthly cap. Imagine that for families with multiple game consoles or PC's. That is no where near enough. I think this is all a cheap attempt by Comcast to recoup their losses, due to so many customers leaving them like I did, for superior entertainment services. There are millions of us that would love to leave Comcast, unless they change their customer policies, start being competitive and stop screwing us all over. They have a monopoly on the market. I have no other options in my area, I think this is true for most of their customers and they're milking us.

Ticket: # 1251828 - Comcast Data Caps

Date: 10/10/2016 9:45:48 PM

City/State/Zip: Federal Way, Washington 98023

Company Complaining About: Comcast

Description

As you probably know, on November 1st, Comcast is rolling out 1TB data caps in 18 new markets. This data cap is a blatant violation of net neutrality, and also serves as an anti-competitive measure intended to harm streaming services who compete with Comcast's failing cable TV model.

I would urge the FCC to swiftly strike down data caps, and continue taking measures to ensure a free and open internet.

Thank you,

(b) (6)

Ticket: # 1251834 - Comcast Data Caps

Date: 10/10/2016 9:49:26 PM

City/State/Zip: Ridgefield, Washington 98642

Company Complaining About: Comcast

Description

Comcast has decided to punish cable cutters by implementing a data cap with their plans. In a non-competitive, single-service market, this is tantamount to monopoly. It's unfriendly to consumer, greed driven, and harmful to our country's progression as a whole. Please step in and regulate them.

[Ticket: # 1251845 - Comcast data cap](#)

Date: 10/10/2016 9:59:59 PM

City/State/Zip: Clovis, California 93612

Company Complaining About: Comcast

Description

Comcast communicated to me for the first time regarding this on October 7, 2016 that they will begin enforcing a 1 terabyte data limit per month on the Internet service they provide for me, which is priced by speed, beginning November 1st, 2016 (less than one month notice). They also stated they will be charging me \$10 (which is greater than 10% of my bill) for every 50 gigabytes I use over the new data cap (which is 5% of the new cap), or I have to pay \$50 more per month to not have the data cap imposed on me.

Ticket: # 1251974 - 1Tb Cap for Comcast

Date: 10/10/2016 11:18:19 PM

City/State/Zip: Lake Worth, Florida 33462

Company Complaining About: Comcast

Description

Comcast has enjoyed a nationwide monopoly/oligopoly for many years, both in the areas of cable television and cable internet. Now, with customers leaving their television service in droves they have decided to flex their monopolistic muscles and begin charging customers more for the same service. Yesterday, I received a letter from Comcast informing me that they would begin enforcing arbitrary "data caps" - a concept which has no technological justification other than a vague, hand-wavey dismissal of 'fairness' - on my account.

In short, if I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed. They've taken my virtually unlimited access to information, crippled it, and put an additional price tag on it.

This is a clear punishment towards the millions of customers who have opted not to purchase television service, and rely on heavy internet usage for streaming shows and entertainment. It is blatantly anti-competitive against Netflix, Hulu and Amazon, their largest competitors in the television market.

I beg the FCC to put a stop to this. There is no technical reason to enforce data caps, there is no additional cost to provide more bits & bytes to the customer. It is time to break up the Comcast monopoly; force them to rent out their service lines - divide the internet service provider from the cable lines they so greedily exploit.

America is already struggling, with other countries far surpassing us in quality and cost of internet access. We need to take action, to remain competitive in the global marketplace and ensure internet service is as cheap and available as any other utility, such as phone lines or water.

This is an excerpt that was taken while browsing an online forum and it detail my exact feelings towards Comcast's recent change.

Ticket: # 1251881 - Comcast Data Cap

Date: 10/10/2016 10:19:17 PM

City/State/Zip: Southgate, Michigan 48195

Company Complaining About: Comcast

Description

I was recently notified that my area would be subject to a new data cap policy effective in November of this year. This cap has nothing to do with actual capacity of the network and is only a method for Comcast to push artificial scarcity on consumers.

[Ticket: # 1251886 - Comcast illegal data cap](#)

Date: 10/10/2016 10:22:26 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: Comcast

Description

Comcast are instituting a data cap of 1Tb in my location starting November 1st. I believe this is not legal and against net neutrality rules.

Ticket: # 1251888 - Comcast Data Caps

Date: 10/10/2016 10:22:52 PM

City/State/Zip: Seattle, Washington 98112

Company Complaining About: Comcast

Description

Hello,

Comcast has announced that they will implement a 1TB data cap in the state of Washington (as well as many others), at this link: <https://dataplan.xfinity.com/faq/>

I find this to be both a blatant violation of net neutrality, and a step backward for our nation in the internet age. Data usage is only going to increase as digital technology evolves, and Comcast charging more money for more data usage is going to hinder our technological development in order to provide more profit for themselves.

This is a very slippery slope, and not one that will be addressed by the free market due to the lack of competition for internet service providers.

Ticket: # 1251889 - Comcast caps

Date: 10/10/2016 10:23:06 PM

City/State/Zip: Cape Coral, Florida 33904

Company Complaining About: Comcast

Description

Please aid in stopping Comcast from putting data caps on their plans. While the 1 TB limit seems high now, they are leveraging data usage increases for future gains. Horrible.

Ticket: # 1251898 - Comcast's Incredible Data Caps

Date: 10/10/2016 10:30:53 PM

City/State/Zip: Houston, Texas 77037

Company Complaining About: Comcast

Description

Comcast is imposing data caps on my internet service at 1TB.

This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anti-competitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

A more detailed look at this issue can be found at: <https://medium.com/@44/comcasts-cowardly-caps-e667b29915e1>

Ticket: # 1251902 - Comcast (and other ISP) Data Caps**Date:** 10/10/2016 10:33:01 PM**City/State/Zip:** Chico, California 95926**Company Complaining About:** Comcast

Description

As a Comcast customer (by necessity, not choice), the introduction of a 1TB data cap, or any data cap for that matter, on broadband services is concerning. Comcast is not hurting for bandwidth (a virtually unlimited resource), and even if they were, their own claims that "99% of users won't hit the 1TB cap [for the moment]" means that they'd have plenty of time to improve infrastructure in anticipation, because it won't be long before 1TB will be a pittance (in the same way that not long ago the idea of a GB of memory was outrageous).

Comcast's 1TB data cap is nothing more than a cash grab by a company that has no competitors in most of the markets it operates. I implore the FCC to look closely at Comcast's motivations and upon finding no technical basis for their data caps (as I'm sure is the case), put a stop to them, and the few other American broadband ISPs from further taking advantage of the industry oligopoly to impose on the public (whom FCC is supposed to advocate for) unfounded limits, ludicrous prices, and service levels that much of the developed world finds laughable.

We all know Comcast isn't hurting for money, yet they continue to do everything in their power to charge more without improving service, and they'll continue to do so until those with the authority to do so step in. Please help the people fight against those who hold what has become an invaluable utility hostage; because while in most cases the public can speak with their wallets, when it comes to ISPs we're often stuck with the sole provider in our area.

Ticket: # 1251904 - Comcast 1TB Data Cap

Date: 10/10/2016 10:33:39 PM

City/State/Zip: Bensalem, Pennsylvania 19020

Company Complaining About: Comcast

Description

Comcast's recent implementation of their 1TB data cap on their home internet service flies in the face of everything an open internet should be.

Ticket: # 1251907 - Comcast Data Cap

Date: 10/10/2016 10:35:50 PM

City/State/Zip: Campbell, California 95008

Company Complaining About: Comcast

Description

It's beyond exploitative that Comcast - a member of the telecom oligopoly is permitted to enact data caps. They should actually upgrade the infrastructure to improve service, as they have been given obscene amounts of Federal money to explicitly do. However, as it stands, I am unable to actually use the WiFi within my home because of how miserably inconsistent connectivity is.

Now, that they seek to further bleed me of money, I must file a complaint. Something must be done to stop this.

Ticket: # 1251914 - Comcast Data Caps

Date: 10/10/2016 10:37:43 PM

City/State/Zip: Boulder, Colorado 80302

Company Complaining About: Comcast

Description

This should absolutely not even be something that is happening. Capping data is a slippery slope that will lead to many great problems if all companies try to incorporate. Charging customers based on a data cap is unethical and it edges on that fact that the company almost has a monopoly on the country. This could lead to problems larger than just angry customers. Knowledge and world connectivity should be available to all and that is what the internet provides. Taking this away is taking away human rights.

Ticket: # 1251939 - Comcast data cap.

Date: 10/10/2016 10:56:56 PM

City/State/Zip: Lompoc, California 93436

Company Complaining About: Comcast

Description

Comcast is rolling out it's 1tb data caps as of November 1st and I have heard nothing from our ISP about this or see a reason to change anything. No letters, no notices, nothing. This is underhanded and another example of a monopoly doing whatever it wants. I do not agree with this blatant miss-use of power as they are the only reliable ISP in the area and are forcing customers to do this.

Ticket: # 1251950 - Data Caps

Date: 10/10/2016 11:03:24 PM

City/State/Zip: Bellingham, Washington 98225

Company Complaining About: Comcast

Description

I rely on my Internet for my source of income. I work remotely and must be connected to a VPN during my work days. Now that comcast, my ISP is imposing a data cap, this jeopardizes my ability to work due to the large amounts of data I transfer through the aforementioned VPN which will cause additional charges.

Ticket: # 1261431 - Comcast and Data Caps**Date:** 10/13/2016 12:35:33 AM**City/State/Zip:** Kent, Washington 98030**Company Complaining About:** Comcast

Description

I am appalled by Comcast's decision to implement data caps effective November 1, 2016 in the Washington region. With the significant lack of competition from ISPs, and Comcast extensive measures to inhibit any viable competition at every opportunity, Comcast is using their monopoly-like status to put themselves in position to significantly price-gouge their customers in the near future.

While the 1 TB data cap may not be passed by a significant percentage of customers today, the average monthly data usage for all customers is certainly increasing at a continual rate. New technologies are constantly being developed that take advantage of the ever increasing computing power and storage availability of all computing devices. Streaming video quality (Youtube, Netflix, Amazon Prime, Hulu, etc.), phone calls transitioning into video conversations (Facetime, Skype, Jabber, etc.), and commonly downloaded/uploaded files are growing larger (software installations/updates, games, photos, videos, etc.). All of these things are going to continue to grow in size, in turn utilizing more and more bandwidth each month, as all technology continues to improve.

Comcast's analysis of the amount of "stuff" you can do with 1 TB is at best laughable, borderline dishonest, and completely disconnected from reality. All of the things listed are given as examples of one person, doing one thing at a time, for a month. In reality, Ultra HD video will soon become the new norm, where 7 GB per hour is going to churn through the full 1 TB in 142 hours. And that's if Netflix is only being streamed to a single device in the home. Games that are currently being released (Call of Duty: Infinite Warfare, for example) can be 130 GBs on their own. This means downloading just three new games in the near future could burn through half of a household's monthly allotment. And if you had already used up your available data for the month, downloading one game could cost you an extra \$30 in Comcast fees.

Clearly, this is bad for customers, bad for innovation, and Americans are in desperate need of strong, loophole-free rules against Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to position Comcast collected to collect exorbitant profits through overage fees, and protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

Ticket: # 1251982 - data allotment

Date: 10/10/2016 11:27:05 PM

City/State/Zip: Boise, Idaho 83704

Company Complaining About: Cable One

Description

It is very ridiculous to have data caps in 2016. Cable One Data cap is due to their greedy asinine ways as data is not finite as in only so much to go around but how much Cable One wants people to pay for their it. If they want to charge based on an amount then Cable One should be regulated like any other utility and have a meter at my house, not some unverified portal.

Ticket: # 1251983 - Data caps. No alternative to Comcast.

Date: 10/10/2016 11:27:27 PM

City/State/Zip: Bellingham, Washington 98225

Company Complaining About: Comcast

Description

Comcast is leveraging their monopoly position to add arbitrary data caps. In their own statement, they claim that it will nit impact most customers, but that is the point. Only a few years ago a 1.5mb DSL connection was considered fast, a photo was 50kb, and streaming video was not possible. Today our data usage is much higher, photos can be hundreds if megabytes and we regularly watch streaming video.

Comcast's move violates principles of net neutrality and needs to be stopped.

[Ticket: # 1251991 - Comcast 1tb data cap in Washington.](#)

Date: 10/10/2016 11:38:02 PM

City/State/Zip: Monroe, Washington 98272

Company Complaining About: Comcast

Description

This data cap is a violation of rights. Internet is a utility and not necessary for every day living.

Ticket: # 1252067 - Comcast Data Cap

Date: 10/11/2016 1:14:59 AM

City/State/Zip: Eugene, Oregon 97404

Company Complaining About: Comcast

Description

The data cap is discrimination against customers who no longer subscribe to cable trying to force out steaming companies and squeeze the customer while trying to play off that their aging network still doesn't have multitudes more capacity.

Ticket: # 1252018 - Comcast violating data caps

Date: 10/11/2016 12:05:11 AM

City/State/Zip: Federal Way, Washington 98003

Company Complaining About: Comcast

Description

Several national news sites are reporting Comcast knowingly is violating data cap related regulation to all of us customers in several states on nov 1. As a new home owner, Comcast is my only option in my area, I have no choice to subscribe to an internet provider who is knowingly violating fcc regulations.

Ticket: # 1252020 - Comcast data caps

Date: 10/11/2016 12:05:46 AM

City/State/Zip: Maple Valley, Washington 98038

Company Complaining About: Comcast

Description

Data caps are a blatant violation of net neutrality rules and

Ticket: # 1252027 - Comcast internet caps

Date: 10/11/2016 12:11:58 AM

City/State/Zip: Mountlake Terrace, Washington 98043

Company Complaining About: Comcast

Description

Comcast is issuing data caps which are a blatant violation of net neutrality and are a measure to unfairly harm competitors to Comcast's failing cable TV business.

Ticket: # 1252044 - data cap

Date: 10/11/2016 12:25:27 AM

City/State/Zip: Houston, Texas 77056

Company Complaining About: Comcast

Description

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

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

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

Ticket: # 1252066 - Comcast data cap in Washington state

Date: 10/11/2016 1:08:10 AM

City/State/Zip: Puyallup, Washington 98375

Company Complaining About: Comcast

Description

According this this story: <http://www.geekwire.com/2016/heads-comcast-users-1-tb-data-caps-coming/>

Comcast is going to implement a 1TB cap in Washington state. I live in Washington state. I thought data caps were against net neutrality. Please investigate.

Ticket: # 1252045 - data caps

Date: 10/11/2016 12:25:30 AM

City/State/Zip: Millbrae, California 94030

Company Complaining About: Comcast

Description

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

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

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

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

[Ticket: # 1252046 - Comcast putting limit on data](#)

Date: 10/11/2016 12:31:13 AM

City/State/Zip: Kirkland, Washington 98033

Company Complaining About: Comcast

Description

Comcast 1TB data cap will begin on Nov. 1st. This is violation of net neutrality.

[Ticket: # 1252081 - Comcast data cap](#)

Date: 10/11/2016 1:43:04 AM

City/State/Zip: Penngrove, California 94951

Company Complaining About: Comcast

Description

Comcast has announced that they will limit Internet data in my area beginning in one month, changing the plan to which I originally subscribed. I work from home and find their data cap completely unreasonable. There are no other cable service providers available in my area, thanks in no small part to Comcast's ability to block the infrastructure necessary for them. This is a disgusting, monopolistic business practice and I am indignant.

Ticket: # 1252082 - Comcast Data Caps blocking streaming video use

Date: 10/11/2016 1:47:02 AM

City/State/Zip: San Jose, California 95123

Company Complaining About: Comcast

Description

Beginning next month, Comcast has announced that they will be enforcing restrictive data caps on consumers in California.

The problems here are multiple:

1. Comcast admits that there is no technical reason to add data caps:

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

2. Comcast does not have a "utility grade" metering system and is unresponsive to consumer complaints of billing errors: <http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

3. Comcast is acting in an uncompetitive manner to dissuade cord-cutters from dropping TV service in favor of streaming services like Vue, Sling, Netflix, Amazon and others.

4. In many areas, such as my home, Comcast is literally the only broadband internet option; there is no competition.

5. Telecommuting will be less feasible if it results in higher internet costs, increasing traffic on our already overloaded roads and trains.

I would appreciate your support in helping to force Comcast to be a good citizen, and to encourage ACTUAL competition in the ISP arena; that is, making it possible for consumers who are dissatisfied to truly have options for internet service.

Ticket: # 1252084 - Pointless Data Caps

Date: 10/11/2016 1:52:52 AM

City/State/Zip: La Crosse, Wisconsin 54601

Company Complaining About: Comcast

Description

There is literally no point in treating the Internet like a commodity that is also a limited resource. Doing so is just an attempt (that is succeeding) to create an arbitrary block in what should be a universal service. Not a commodity. Data caps are just an excuse to squeeze their customers of extra money and not expand any existing infrastructure. I hope you, whoever is reading this, can realize there is no point in doing this besides to bend their costumers over a barrel and have them for every penny.

Ticket: # 1252102 - Stop home internet data caps

Date: 10/11/2016 2:51:38 AM

City/State/Zip: Tacoma, Washington 98408

Company Complaining About: Comcast

Description

Home internet data caps are anti consumer and intended to double dip into the pockets of consumers charging for a resource that is not finite like oil. Home internet data caps must be stopped. Comcast is now introducing data caps in the Seattle and tacoma region. This is unacceptable predatory behavior. Like a cartel many other companies will quickly follow suit. The FCC must squish this before it becomes the standard.

Ticket: # 1252104 - Comcast net neutrality violations

Date: 10/11/2016 2:56:11 AM

City/State/Zip: Seattle, Washington 98106

Company Complaining About: Comcast

Description

Comcast plans to institute data caps for some customers in November (as described at <http://www.geekwire.com/2016/heads-comcast-users-1-tb-data-caps-coming/>). Some customers will have to pay more than others for using their internet connection a certain amount. This was unfair and anti-neutrality when they tried it with the “congestion” excuse, and it's just as unfair now, with the even flimsier excuse of “fairness” (ironically).

As Comcast has an effective monopoly in my area, I can't switch to another carrier to avoid these charges or restrictions, or to express my displeasure with my dollar. FCC, please stop this money-grab on behalf of me and others who care about the open Internet.

Ticket: # 1252131 - Comcast Data Caps**Date:** 10/11/2016 3:38:02 AM**City/State/Zip:** Fleming Island, Florida 32003**Company Complaining About:** Comcast

Description

Hello,

Comcast adding home internet data caps is something that should not be allowed. Comcast is further trying to establish a monopoly by adding data caps after announcing its own streaming service (which conveniently does not count against the data caps). I shouldn't be forced to use Comcast's service if I prefer my Netflix, Hulu, and YouTube. My household uses well over a TB of data a month and this data cap implementation will cost an additional \$50 a month to be removed. That's \$600 a year that we simply do not have. We shouldn't be restricted at all from accessing the Internet as we grow more and more dependent on it. My household has two people working from home on the Internet and another doing school from home, which adds up quickly.

Ticket: # 1252134 - Data cap

Date: 10/11/2016 3:47:08 AM

City/State/Zip: Snoqualmie, Washington 98065

Company Complaining About: Comcast

Description

Comcast is starting to force a data cap for its old customers. They said I will have to pay extra \$50 to have unlimited data. That makes the internet bill alone about \$140 which is not fair and kind of monopoly since it is the only provider in my area.

Ticket: # 1252144 - Data cap

Date: 10/11/2016 4:33:10 AM

City/State/Zip: Vancouver, Washington 98665

Company Complaining About: Comcast

Description

Comcast is instituting a data cap of 1 terabyte. This sounds like a lot however it we were at 1.5 terabytes last month and that was the lowest month. This is making us have to favor websites ran by Comcast which is against the net neutrality law due to the fact that they aren't counting their websites as part of the data.

[Ticket: # 1252146 - Comcast data cap](#)

Date: 10/11/2016 4:45:13 AM

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

Company Complaining About: Comcast

Description

Comcast is starting a data cap on our home internet

Ticket: # 1252148 - Comcast Data Caps**Date:** 10/11/2016 4:52:04 AM**City/State/Zip:** Victorville, California 92394**Company Complaining About:** Comcast

Description

Dear FCC,

You guys did right by enforcing net neutrality, but Comcast won't take the decision lying down. They are now rolling out their data caps to 18 more states, which is an attempt by them to prioritize their services over competitive internet services like Netflix, and to further gouge consumers due to their monopoly on most of America.

For now, 1 TB data caps may seem like a lot of data but it will halt the progress of things like 4k video, which would slow growth of technical advancements, which directly benefits Comcast's own services that will NOT cap streaming of their channels/services, which is anti competitive. You cannot let them get away with this.

There needs to be intervention to prevent this from becoming the norm in America, when other advanced nations around the world have much higher speeds with no data caps, and charge much less for that service. What this will do is convince the other big players, of which there aren't many since a few big companies have a monopoly on this vital utility to follow suit. Charter, for example, only has to abide by the no data cap ruling as part of their acquisition of Time Warner til 2020. There is nothing stopping them and frontier from instituting similar caps, which will set America's internet infrastructure back and stifle competition.

Please, FCC. Step in before it's too late. These corporations have run amuk for too long, and they're not only hurting access, innovation, and taking advantage of their monopoly to gouge the customer, but the problem with data caps is not being acknowledged on any meaningful level, which is what we need to do before we can address their attempt to treat internet as though congestion is a major issue these days, when Comcast themselves admits that these changes have nothing to do with network congestion. This is another money grab by America's anti-consumerist company. Thank you for your time.

Ticket: # 1252165 - Comcast data caps

Date: 10/11/2016 5:55:18 AM

City/State/Zip: Colorado Springs, Colorado 80918

Company Complaining About: Comcast

Description

The data caps that comcast is planning on enforcing in my home will severely limit technological progression in the US. This is only benefitting corporate greed, and internet should be an unlimited utility, not a resource.

Ticket: # 1252177 - Comcast Future Data Cap I will not be able to Watch NetFlix.

Date: 10/11/2016 6:37:17 AM

City/State/Zip: Fife, Washington 98424

Company Complaining About: Comcast

Description

Due to Comcast implementing a Data Cap in Seattle I may not be able to Watch Netflix without paying extra for that service to Comcast on top of my fees to Netflix, this is directly monopolistic as Comcast offers a TV service that is not limited.

I would migrate services but I do not have any to migrate to as I would lose be forced into Internet at 1/5 the speed.

Ticket: # 1252195 - Data Cap

Date: 10/11/2016 7:45:37 AM

City/State/Zip: Philipsburg, Pennsylvania 16866

Company Complaining About: Comcast

Description

It hasn't effected me yet, however they plan to roll out a 1tb data cap to the entire country.

This wouldn't be an issue if they didn't have a monopoly, but they do. My only other option is DSL (which won't even make it to 3mpbs~ broadband definition is 10mpbs now? what a joke dsl is)

Anyway, Comcast shouldn't be allowed to use data caps. It is a violation of service, we already pay for tiers of speed- why can't we use the speed all of the time? If they want to switch to charging by data used, then give up on the speed charge.

Ticket: # 1252205 - Comcast DAta cap in colorado

Date: 10/11/2016 8:03:42 AM

City/State/Zip: Westminster, Colorado 80021

Company Complaining About: Comcast

Description

comcast data cap in colorado which is unfair with better technology the data will be used. it is unfair and limitation

Ticket: # 1252207 - Comcast imposing Data Caps

Date: 10/11/2016 8:04:19 AM

City/State/Zip: Hattiesburg, Mississippi 39401

Company Complaining About: Comcast

Description

Comcast recently upped our data cap from 300 gb to 1 tb and imposed the new data caps on 18 new states. This will hinder future web development as better technology develops. Larger games, better resolution videos, and higher quality audio can't be enjoyed when we're forced to stay below a limit or be penalized. It's outrageous.

Ticket: # 1252214 - Comcast Data Cap (Seattle)

Date: 10/11/2016 8:09:39 AM

City/State/Zip: Tacoma, Washington 98467

Company Complaining About: Comcast

Description

Everyone knows this day in age is all about streaming services, companies like Comcast lose on business on their TV end and instead of competing the hit us with data caps to force us out of services like Netflix and it's not right. We pay monthly for internet access, and that should be able to include any service we'd like to use with what we pay for. It's not right to be regulated for a service we're paying for.

Ticket: # 1252321 - Comcast/Xfinity Data Cap**Date:** 10/11/2016 10:21:39 AM**City/State/Zip:** Tallahassee, Florida 32308**Company Complaining About:** Comcast

Description

Recently Comcast/Xfinity has started rolling out data caps nationwide. My area starts next month. They are now charging for unlimited internet when that used to be included in my monthly rate. In my area, Tallahassee, Florida, there are no real alternative for broadband internet. While DSL is available, it barely meets the definition of broadband and certainly does not meet my needs or the needs of any modern age American. Comcast has a regional monopoly and that lack of competition forces users like me to pay exorbitant rates with no choice. Data caps are a clear anti-competative advantage that Comcast is using to force those who have chosen to forego cable TV and use streaming services such as Netflix, Hulu, Amazon Prime, Playstation Vue, and Sling TV to pay more or cancel those services and come back to cable. With the advent of 4K televisions and 4K streaming, this problem is only going to be exacerbated. Comcast has admitted that the cost of data is negligible and their own executives have admitted that data caps are not needed. The only motive here is profit and anti-competition, plain and simple, and without competition in the market I have no choice but to accept this data cap and curtail my online viewing and data usage.

Worse still, Comcast's online usage meter has been shown to be inaccurate when tracking data, severely over-stating data usage. It also offers no breakdown of where data has been used. If Comcast is going to resort to metering and charge overage fees like a utility provider, they must offer accurate data metering and specifics regarding where data is being used. Without this, the customer has no recourse but to accept the limited and inaccurate information that Comcast is providing.

I urge the FCC to open up the regional monopolies to competition. Allow other companies to use the infrastructure in place to offer broadband internet services. Failing this, the least the FCC can do is ban data caps. Consumer internet usage is increasing at an exponential rate, and Comcast is standing in the way of the consumer and content providers at every point.

Ticket: # 1252268 - Comcast data caps

Date: 10/11/2016 9:40:34 AM

City/State/Zip: Seattle, Washington 98125

Company Complaining About: Comcast

Description

Comcast in my state, Washington, is implementing a data cap. I cannot figure out why this cap needs to exist other than Comcast is looking to monetize both a subscription and my usage, i.e. double dipping. Comcast doesn't have to deal with spectrum crunch like a cellular carrier, it's unlikely that these funds will do any thing to upgrade the quality of service. Comcast owns the city of Seattle, there's incredibly limited competition. Our mayor received campaign contributions from Comcast, thanks citizens united, and it's unlikely that I'll ever be able to move to another ISP. There is no competition in this market and Comcast is using their artificial monopoly status to dictate the limitations on my primary information stream. I don't listen to radio, or watch TV. I am an amateur radio operator, licensed of course, and I use the Internet daily for all of my research and entertainment. Comcast is allowed to own entertainment, news, and my local ISP service... this is insane that you and the FTC allow Comcast this much slack. They will not benefit the public, Comcast will abuse it's position in the market. Stop the data caps.

Ticket: # 1252358 - Comcast data caps in Seattle WA area

Date: 10/11/2016 10:36:33 AM

City/State/Zip: Bothell, Washington 98012

Company Complaining About: Comcast

Description

Data caps are a blatant violation of net neutrality and are a measure to unfairly harm competitors to Comcast's failing cable TV business. Please rectify this.

I have an account and am affected, but do not have acct # on hand.

Ticket: # 1252331 - ISP charging more for non cable subscribers and data caps

Date: 10/11/2016 10:24:20 AM

City/State/Zip: Palmerton, Pennsylvania 18071

Company Complaining About: Blue Ridge Cable Tv

Description

Blue Ridge Cable is the only cable internet provider I have at my house. I have signed up for 60Mbps service for \$84.95 which is \$15 higher a month than if I subscribed to a cable TV package. They also impose an 800GB per month data cap with the service. Data caps serve no purpose other than to retaliate against customers who stream the majority of their media and do not subscribe to cable TV, which is further evidenced by their pricing. Data caps have nothing to do with bandwidth scarcity and everything to do with increasing profit. Using more data does not congest networks, the allotted bandwidth works to regulate traffic and avoid congestion. Passing more packets through routers does nothing to add "wear and tear" on the equipment. The data cap's purpose is to generate more profit as users need to purchase "more data" to continue using the internet. The internet is a utility and to limit users ability to use it is a great disservice. With telecommuting becoming more common I work from home approximately 2 days a week which requires a constant VPN connection and VOIP calls which consume data. The imposed data cap limits my ability to work at home and threatens my employment. Please move towards regulations that prohibit data caps and retain an open and fair internet.

Ticket: # 1252418 - Proposed Comcast Data Caps (Or: Net Neutrality)**Date:** 10/11/2016 11:02:14 AM**City/State/Zip:** Santa Cruz, California 95060**Company Complaining About:** Comcast

Description

Comcast is attempting to circumvent Net Neutrality by introducing data caps on its internet service. They are attempting to position this as a "data plan" similar to the cellular phone industry, for which the FCC, in the past, has responded to (e.g. Verizon's plan to throttle connection speeds of its grandfathered-in unlimited data plans on 4g) negatively. This, in my eyes, is no different.

There is not a business case beyond increased profit that motivates this move. While not a problem in and of itself, they are attempting to disguise it as a positive move for consumers, claiming it will be "fair" and improve speeds. Except, unless they've suddenly and exponentially multiplied their customer base, that's completely false, and here's a better summary than one I can provide is listed in the following linked article:

<http://arstechnica.com/business/2015/11/dont-say-data-cap-highlights-from-a-comcast-customer-service-script/>

Ticket: # 1252616 - Internet Data Cap

Date: 10/11/2016 12:18:18 PM

City/State/Zip: Issaquah, Washington 98029

Company Complaining About: Comcast

Description

Comcast is implementing a data cap on my internet service plan. There is no problem being solved, it's just a move to get more money out of me. I expect that if not stopped, they will next be charging me for watching more TV than my neighbor on their TV plan and talking more on my phone than my neighbor on their phone plan.

Ticket: # 1252450 - Comcast Data Caps

Date: 10/11/2016 11:13:16 AM

City/State/Zip: Colorado Springs, Colorado 80922

Company Complaining About: Comcast

Description

Comcast's new implementation of data caps are hurting consumers and competitors alike.

Their claim that most consumers won't reach 1TB does not take into account that in the next 5 years the majority of content consumed will be 4K or about 30 GB per hour. A family of 4 streaming at 4K will hit their cap while watching 15-20 minutes a day (33 hours total in a month). Comcast is doing this to try and eliminate online streaming services which directly compete with their television service.

Ticket: # 1252495 - Data caps on internet

Date: 10/11/2016 11:28:53 AM

City/State/Zip: Denver, Colorado 80204

Company Complaining About: Comcast

Description

Comcast recently sent me an email indicating that they would be instituting data caps in the Colorado region. This is an anti-consumer action made by a company with a near monopoly. This is concerning as it has a negative effect on innovation and is clearly a move for long term profit grabs at the expense of all Americans. Data caps should not be allowed. The government needs to do something to stop these practices by companies who want to institute utility like billing but be free from government oversight and regulation.

Ticket: # 1252526 - Data Cap on CableOne internet usage

Date: 10/11/2016 11:42:05 AM

City/State/Zip: Ocean Springs, Mississippi 39564

Company Complaining About: Cable One

Description

I have been a customer of Cable One's broadband internet since August 2014. I originally had 50Mb with a 300GB data cap, but I was recently forced to upgrade to a 75Mb plan with a 400GB cap. I am currently paying \$80 a month for this plan but they are trying force me to upgrade yet again, just to raise the data cap. This is as infuriating as it is unsustainable. The speed is much higher than we could possible use, yet we still have to ration our usage just stay below the cap. Cable One is the only broadband provider in our area and effectively has a monopoly. AT&T is also available, but is currently limited to DSL and has a data cap of their own.

Ticket: # 1257485 - Data Caps being pushed on users by ISP

Date: 10/12/2016 2:00:56 PM

City/State/Zip: Bothell, Washington 98011

Company Complaining About: Comcast

Description

I am a Comcast customer who has recently been told there will be a data cap applied to my market starting November.

I have many issues with such practices.

1. No oversight on Broadband Metering:

Currently there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

2. Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes commonplace users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

3. Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1252545 - Comcast Internet Cap

Date: 10/11/2016 11:48:10 AM

City/State/Zip: Greenwood, Indiana 46143

Company Complaining About: Comcast

Description

To Whom it may concern,

I am one of the Comcast subscribers who is recently affected by Comcasts data cap limit of 1 TB.

This business practice is anti-competitive in nature and does nothing to improve the service provided to the end user. As Comcast currently has a regional monopoly on the market, there is nothing that the user can do to combat these business practices. I would please like to voice my concern with the FCC.

Ticket: # 1252549 - Comcast data caps

Date: 10/11/2016 11:49:19 AM

City/State/Zip: Indianapolis, Indiana 46224

Company Complaining About: Comcast

Description

Comcast has recently notified me that they will be starting a data cap in my area. I feel this is nothing but a grab for cash as Comcast has stated in the past that these caps are not for relieving congestion. This is anti consumer and against net neutrality.

Ticket: # 1252591 - COMCAST DATA CAP

Date: 10/11/2016 12:09:52 PM

City/State/Zip: Santa Fe, New Mexico 87505

Company Complaining About: Comcast

Description

I just found out that Comcast will be rolling out their data caps in my community come November 1st. This is terrible. I regularly use more than the allotted data amount and the worst part is they're the only internet provider in my town. Is there anything the FCC can do to prevent this predatory behavior by an internet provider that has a monopoly in most parts of the country?

Ticket: # 1252735 - Comcast data cap

Date: 10/11/2016 1:02:58 PM

City/State/Zip: Olympia, Washington 98513

Company Complaining About: Comcast

Description

Comcast the only broadband provider in my area will roll out 1TB data caps Nov 1, 2016. If you do not want data cap that will be another \$50.

Ticket: # 1252670 - Comcast XFINITY Data Cap**Date:** 10/11/2016 12:40:00 PM**City/State/Zip:** Oakland Township, Michigan 48363**Company Complaining About:** Comcast

Description

Comcast is implementing a 1TB data cap on my service starting on November 1st, 2016. Comcast is the only viable ISP option in my zip code, and their new data caps are an arbitrary measure that will increase my cost without any increase in the quality of service. I have two concerns:

- 1) Given the fact that the Michigan state government, having been heavily lobbied by Comcast, has made it exceptionally difficult for municipalities to establish their own internet services as a utility and cut funding for state regulatory oversight of Internet/TV service providers operating within Michigan, it feels like there is are constraints on competition that allow Comcast's business practices in Michigan to seem monopolistic.

- 2) I already pay a monthly amount that correlates to the speed/bandwidth of my internet service through Comcast. That is a metric that Comcast justifiably charges more for. Now they're going to charge me additionally for the sheer amount of data I download over a cap that, while in 2016 might be "high", will be exceeded at a far more frequent rate in the coming years as internet traffic includes higher resolution images, video streaming, etc. This presents an arbitrary price block on internet use, which will likely lead towards people prioritizing their internet use towards products and services they feel are most important, while using less of the products and services they feel aren't as important out of a fear of being charged more. Simply put, Comcast's data caps reduce competition of internet products and services.

Ticket: # 1252726 - Comcast Data Caps in NE Florida

Date: 10/11/2016 12:59:34 PM

City/State/Zip: Fleming Island, Florida 32003

Company Complaining About: Comcast

Description

If Comcast is legally allowed to charge customers more for going over a data cap, but their own streaming service does not apply to that method, then that needs to change. Please force Comcast to stop being the capitalistic sleazeballs that they are, and make them remove this data cap, because their will be a lot of broke people if not.

Ticket: # 1252842 - Xfinity / Comcast Data Caps**Date:** 10/11/2016 1:34:35 PM**City/State/Zip:** San Jose, California 95112**Company Complaining About:** Comcast

Description

Xfinity has raised their 300 GB on data to 1 terabyte, yet intends to enforce data caps without customers ability to stop service if over cap, get real time guaranteed accurate information about use (without incurring even more use by logging into their system), and automatically adds \$10 for every 50 GB over 1 TB, without customer consent. Throughput Comcast/Xfinity history they have not stopped trying to control access to information by limiting services, raising prices, pushing bundled packages, and making offers that require 2-year contracts with 10-15 sentences of fine print no consumer could understand. Comcast started in San many years ago by coercing homeowners to allow them to install cables without service or with, damaging many homes, actually blanket installing cables through the shell of homes during the day while the owner was at work without consent. Since, they've done everything possible to coerce residents to allow only Comcast/Xfinity information into their homes, using old technology cable TV service like Heroin, pushing out traditional telephone operators, and nearly all other Internet providers - all without regulation as a public utility, even though telephony has always been so regulated. Data connection services and providing OTA television and access to other "cable only" channels us likewise a utility, yet not regulated. In addition to trying to evade Net neutrality at all costs, and ever increasing prices along the way. They now own methods of producing content, and losing revenue for their extraordinary expensive services to alternative providers they attempt to limit access to other providers through caps, adjusting the caps and prices at will. Along with their other anticompetitive and successful statewide blocks on municipal and other providers, even where Comcast provides no service. This monopoly control and exercise of forced information delivery at high prices must be stopped. States roll over to Comcast money, and the FCC is the only limiting authority available. If we need a national PUC, propose that. Think of the damage to truth and democracy caused by one cable only channel (Fox News). People are fed up with government because they are told to with lies, a process continuing the dismantling of regulation in the 1980's, when all protection for middle class and poor people evaporated. What is true and has not changed in 125 years is that monopolies must be carefully and independently regulated.

Ticket: # 1252810 - Comcast Data Cap

Date: 10/11/2016 1:24:57 PM

City/State/Zip: Pearland, Texas 77584

Company Complaining About: Comcast

Description

Comcast has changed terms of service after locking me in to a year long contract:

I received an email from Comcast informing me of a newly imposed data cap. This is just two months after I agreed to a 1 year contract where I would have to pay a penalty in order to terminate my service with Comcast. The first mention of said data cap was in the email, no representative of the Comcast and no documentation from Comcast spoke of it when I was being courted. Comcast is abusing their position as the Houston area's sole provider of cable internet to extort consumers for payment above and beyond what was stated in the contract.

Ticket: # 1252862 - Comcast implementing usage caps without competition

Date: 10/11/2016 1:39:18 PM

City/State/Zip: San Jose, California 95113

Company Complaining About: Comcast

Description

I recently received an e-mail from Comcast notifying me that my Comcast account is going to receive a 1 Terrabyte data cap (which, incidentally, their streaming service won't count against, but my Netflix subscription which I love will). In a normal universe where competition was real, I would take my dollars to another ISP. Unfortunately, I do not have the ability to change internet service providers unless I move (and as someone who lives and works in the Bay Area, that's neither cheap nor strictly speaking reasonable). Comcast has a de-facto monopoly on internet service, and has chosen to exploit that monopoly by implementing data caps (unless you want to pay a whole lot of additional money to avoid them, but you might hit them anyway--unless you use their streaming service).

This seems like a violation of net neutrality, and unfortunately their government granted monopoly means that I can't do much to them. I can't honestly say that I expect that the FCC to actually address their behavior either, but it's the option I have and I'm taking it.

Thanks for your time.

Ticket: # 1252870 - Comcast Data Cap

Date: 10/11/2016 1:41:07 PM

City/State/Zip: Detroit, Michigan 48207

Company Complaining About: Comcast

Description

To whom it may concern:

As you are likely aware, Comcast has recently rolled out a 1Tb data cap to its customers across the country. This is clearly intended only to harm customers who choose to stream their entertainment over the internet, rather than choosing to purchase cable television from Comcast. I object to this new policy, the fact that it is a new term applied to the contract that I did not negotiate for, and the fact that I have no other comparable choice for my internet service provider.

Ticket: # 1252872 - Comcast data cap in Washington State

Date: 10/11/2016 1:41:14 PM

City/State/Zip: Bremerton, Washington 98337-1084

Company Complaining About: Comcast

Description

Comcast has imposed a data cap in Washington State.

This is a direct violation of net neutrality rules.

How is this allowed ?

Ticket: # 1252890 - Comcast Business Practice & Disregard for own Consumer Agreement

Date: 10/11/2016 1:47:45 PM

City/State/Zip: Taylorsville, Utah 84129

Company Complaining About: Comcast

Description

Comcast's own user agreement states that they will give 30 days notice prior to any change to services, prices, fees and/or terms & conditions. As you can see in the example, they plan to add a 1 Terabyte data cap to my account and I am sure many others, starting November 1st. Comcast notified me of this change on October 6th (see attachments). This is outside of the 30 days of notification. I do have the option to cancel, but Comcast is the only option in my area. So my choice would be to stay with them and agree with the cap or be forced to pay an additional \$50 a month for unlimited. Please do not disregard this message as an angry customer. I just want to make sure that Comcast's business dealings are appropriate for the end users of the service.

Ticket: # 1252897 - Comcast Data Cap

Date: 10/11/2016 1:48:40 PM

City/State/Zip: San Rafael, California 94903-2628

Company Complaining About: Comcast

Description

I've been a (surprisingly) happy Comcast customer for two years with fast, reliable internet -- but, last week an announcement was made, informing customers regarding the expanded implementation of data caps on tens of thousands of customers' accounts. I was one of the informed parties.

As I am a internet user who frequents 4K material and numerous streaming services with multiple users in-home, I exceed this newly imposed, 1TB data cap. In order to circumvent this arbitrarily imposed, consumer-hostile cap, I will be forced to pay an extra \$50 a month. For identical, unmodified service, my cable and internet package will increase by greater than 50%, from \$87.59 to \$135.59.

This is a gross misuse of their monopoly of cable internet service in my area. Please, consider a move to ban this type of consumer-hostile "tax."

Ticket: # 1252957 - Comcast Imposing Data Caps

Date: 10/11/2016 2:00:39 PM

City/State/Zip: Campbell, California 95008

Company Complaining About: Comcast

Description

I have recieved an email from my ISP Comcast stating that they are starting to impose data limits on customers including myself. I find this to be an attempt to gouge money from consumers as bandwidth intensive services are growing in popularity and with the advent of 4k streaming this will only grow larger. Comcast already limits internet access by bandwidth, imposing a total data cap is just a way to add yet more fees to the customer and given the limited options available for internet service is highly unethical.

Ticket: # 1252993 - Comcast/Xfinity data caps

Date: 10/11/2016 2:05:25 PM

City/State/Zip: Hopkins, Minnesota 55343

Company Complaining About: Comcast

Description

As a Comcast account holder, I was recently informed about the 1TB monthly data cap being imposed on our account- along with a series of fees if we are to exceed 1TB of usage each month. I believe this new policy to be anti-consumer, as internet data transfer is not a finite resource and this appears to be a money grab on the part of Comcast with no benefit for the customers. Our household of 3 adults currently comes close to or exceeds the 1TB limit every month thanks to every day activities such as downloading video games digitally, watching streaming entertainment such as Netflix, and daily web surfing. In the future this will only get worse, as 4k content becomes more widely available and file sizes continue to increase.

There are very few options for internet provider competition where I live, which makes this policy feel even more like a money grab by Comcast- simply put there's nothing most people can do about it. Also it appears they are implementing this policy to smother their competition, by providing an incentive for customers not to use their competitor's services such as Netflix or risk paying additional fees.

I hope the FCC will strongly consider blocking this new policy, as data caps provide absolutely zero benefits for customers while continuing to drive up the cost of internet usage for subscribers. This is a massive step backwards for innovation and technology if this policy is allowed to stand.

Thank you for your consideration.

Ticket: # 1253061 - Comcast Data Caps

Date: 10/11/2016 2:16:02 PM

City/State/Zip: Broomfield, Colorado 80020

Company Complaining About: Comcast

Description

Comcast will be enforcing data caps in Colorado starting on November 1st. In the event I go above my data cap, I will be charged extra money. Normally, I could just switch providers but in my case, my only alternative is sub-standard dsl from centurylink. Centurylink's fastest package available in my area doesn't even qualify as broadband by FCC's definition.

Comcast has publicly admitted in the past that this is not directly tied to a cost of business or a capacity limitation. This is nothing more than a grab for money.

Ticket: # 1253091 - Comcast data caps

Date: 10/11/2016 2:23:31 PM

City/State/Zip: Tacoma, Washington 98407

Company Complaining About: Comcast

Description

I got an email informing me that comcast would start putting a data cap on my connection. I believe this violates net neutrality and is a preemptive strike against their competition (streaming media). This is the beginning of a slippery slope, they say they could always raise the limit in the future but they could also lower it as well. Look what is happening to phone data and the demise of unlimited data.

[Ticket: # 1253137 - Comcast Implementing Broadband Data Cap](#)

Date: 10/11/2016 2:36:53 PM

City/State/Zip: Puyallup, Washington 98373

Company Complaining About: Comcast

Description

Comcast is going to have a data cap for its Washington state customers starting November 1st. This goes against net neutrality. I would switch services, but no other service gives me the same speeds. I am paying for the speed of the internet, not how much I use.

Ticket: # 1253142 - Comcast Data Caps Circumvent Net Neutrality

Date: 10/11/2016 2:38:58 PM

City/State/Zip: Fishers, Indiana 46037

Company Complaining About: Comcast

Description

Comcast's implementation of data caps are designed to dissuade users from using streaming services that are not provided by Comcast. In the modern connected household who are using more cloud services from anything from online shopping, working from home to home security, internet bandwidth and availability is critical. With artificial limits imposed by Comcast, it means households like mine will likely have to stop using cloud services due to lack of choice in the connectivity providers and therefore potentially impact the growth in the cloud service provider space. Ideally consumers should have a choice of connectivity providers. Monopolies don't help anyone.

Ticket: # 1253170 - Data Caps

Date: 10/11/2016 2:44:24 PM

City/State/Zip: Royal Oak, Michigan 48073

Company Complaining About: Comcast

Description

Data caps are a perfect example of a monopoly within the market and false scarcity. Additionally, Comcast's data meters are not monitored by any measure than from within Comcast itself and not subject the third party verification (i.e. weights and measurements). Data caps should be removed and made illegal to implement for all broadband. This type of business hinders the open and fair use of the internet by limiting and expoloiting the services which the Internet offers. 4K video streaming will quickly become the standard as well as video games that have download sizes in the 100s of GB. How can you limit which has no physical limit? Data is unlimited and costs nothing to share and use besides bandwidth. Why charge by the byte?

Ticket: # 1253234 - Comcast Data Caps**Date:** 10/11/2016 3:01:20 PM**City/State/Zip:** Santa Clara, California 95050**Company Complaining About:** Comcast

Description

Comcast recently announced they are bringing 1TB data caps to California. They themselves already admitted that the caps are a business decision, not one required for the operation of their network. All this serves to do is prevent people from cancelling their cable services by making streaming impossible under a data cap. This practice should be illegal, as should their zero-rating of their own streaming services. They're stifling innovation in internet streaming services in an attempt to prop up their aging cable TV business. Services like Netflix, HBO Now, Sling TV, etc. (all of which we use) are going to be hurt for absolutely no reason. At the heart of the issue is that Comcast has a monopoly in the area and they know they can get away with anything. I would happily change services in a heartbeat if there was anything with broadband speed to change to, and Comcast's "solution" of forcing us to pay \$50/month extra on top of an already extortionate \$80/month for internet is unaffordable and cruel. I hope the FCC sees through the completely false "benefits" that Comcast is touting and stops this monopolistic and unnecessary practice before it's too late.

Ticket: # 1253285 - Comcast cap of 1TB / month

Date: 10/11/2016 3:10:38 PM

City/State/Zip: Kirkland, Washington 98034

Company Complaining About: Comcast

Description

Recent introduction of data cap of 1 TB to the originally unlimited Internet plans by Comcast is counter productive. Luckily I am not Comcast customer. But most of the affected customers are my friends and for many of those Comcast is (unfortunately) the only option. I request FCC to investigate and prevent Comcast (trade mark XFINITY) to abuse its' monopoly position as ISP in the region.

Ticket: # 1253293 - Comcast data caps

Date: 10/11/2016 3:11:48 PM

City/State/Zip: Eugene, Oregon 97401

Company Complaining About: Comcast

Description

Comcast starting to use data caps across the country and in my hometown (Eugene, OR).

This is a monopolistic practice, against net neutrality, and bad for everyone who uses cable in areas with only one cable company.

It is your job to stop this. Its almost time for another breakup, and only because you are letting it get this far

Ticket: # 1253297 - Complaint - Comcast Data Caps

Date: 10/11/2016 3:12:55 PM

City/State/Zip: Grand Rapids, Michigan 49506

Company Complaining About: Comcast

Description

Comcast is rolling out data caps on my internet service, in violation of the FCC's ruling on Net Neutrality. These data caps are specifically designed to prioritize Comcast's streaming video and services and to de-prioritize other streaming services such as Netflix, Amazon, and others.

Comcast's letter references fairness, and that only a small percentage of users go over 1TB, but those are not valid reasons to impose a data cap that unfairly targets users who do not receive media through Comcast's closed system. I encourage the FCC to force Comcast to remove data caps permanently.

Ticket: # 1253326 - Comcast Data Caps

Date: 10/11/2016 3:17:32 PM

City/State/Zip: Las Cruces, New Mexico 88011

Company Complaining About: Comcast

Description

Hello,

The recent Comcast announcement of expansion of 1TB data caps to more regions (including my own) concern me greatly.

Comcast claims this is for "fairness", but, it's network congestion isn't even the reason:

<https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

<http://www.dslreports.com/shownews/The-Bandwidth-Hog-is-a-Myth-117230>

In addition, their Stream TV service, which they claim is *not* an internet service, competes directly with other Internet streaming services, such as Netflix, Hulu, or HBO Go.

From their website:

"Stream TV is an in-home cable service delivered over Comcast's cable system, not over the Internet. Therefore, Stream TV data usage will not be counted towards your XFINITY Internet monthly data usage."

Going back to Netflix, from another user online:

"...streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection."

So even if it is a paid service, this data cap is an anti-competitive move that actively discourages cord-cutters like myself from being able to effectively utilize Netflix or other online services in lieu of traditional (overpriced) cable TV, which Comcast is so insistent on pushing. This concerns me because I am currently streaming full HD content and intend to stream 4k in the future.

Additionally, I am concerned because based on my own traffic ingress/egress measurements, Comcast's online data meter is incorrect--off by sometimes 50-100GB more than I have used. Searching online, there appear to also have been cases where this has happened, and users have been unfairly charged:

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

Please consider restricting or banning data caps on hardline connections.

Sincerely,

(b) (6)

Ticket: # 1253377 - Comcast Internet

Date: 10/11/2016 3:31:08 PM

City/State/Zip: El Dorado Hills, California 95762

Company Complaining About: Comcast

Description

Comcast putting Data Caps, So this affects my viewing YouTube, streaming

Ticket: # 1265442 - Comcast caps data at 1TB

Date: 10/14/2016 1:19:27 PM

City/State/Zip: Ridley Park, Pennsylvania 19078

Company Complaining About: Comcast

Description

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

Lack of consumer choice due to local monopoly

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

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

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

This is blatantly anti-consumer

Sadly,

The FCC has never responded to anything I ever have complained about in the past so I doubt this will change anything.

(b) (6)

Ticket: # 1253462 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 10/11/2016 3:50:14 PM

City/State/Zip: West Palm Beach, Florida 33418

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1253481 - Newly Imposed Data Caps by Comcast**Date:** 10/11/2016 3:52:22 PM**City/State/Zip:** Houston, Texas 77047**Company Complaining About:** Comcast

Description

I am writing to file a complaint / concern regarding the recent imposition of data caps on myself and the houston area. There is really no need for these data caps. They are not needed due to congestion or network management reasons and most ISPs have already admitted to this. It is about their bottom line and further lining their pockets at the expense of their customers. This is even furthered by them stating its \$10 for every 50GB over and then saying you could buy unlimited data for another \$30, which was then bumped to \$50. Data Caps bring competition between cable companies and internet streaming services like Netflix to a stand still, because users now have to worry about over consuming. Many people are fed up with cable, myself included because it is over priced, compared to what you actually get and what cable providers are actually charged by content providers. A few years ago suddenlink and viacom had a falling out over a slight increase in cost for programming which was set at about \$1 for 30 channels per customer. When I look at that and think that 30 channels only cost a \$1 I want to know why I am paying 80-100+ dollars a month for cable. Then when we want to cancel cable and switch to internet only these providers start making internet more expensive and starting imposing restrictions on how much internet we can use to curb the amount of content we can watch / utilize. 1TB may seem like a lot to comcast and while not everyone may actually use that, myself included some months, there are others who use a lot due to multi person homes, or simply being very active one month in catching up on their shows, or playing games, downloading games, etc. The world is moving to a digital era and content is getting larger every day, and imposing data caps only stifles this growth and punishes those who go over. We should be free from limits and not have to worry about over streaming and getting a scary bill, or worse those of us who have auto pay getting a surprise \$200 charge for our otherwise say \$70 internet bill. Imposing these caps are not fair to consumers, and nor are they fair to internet content providers, like Youtube, Netflix, Sling, Hulu, etc as it limits their business and what those consumers can watch. It simply stifles competition. Customers should be free to watch what they want, when they want, how long they want, and how much they want, without fear of getting charged more.

Ticket: # 1253541 - Comcast issuing Data Caps

Date: 10/11/2016 4:07:53 PM

City/State/Zip: Eagan, Minnesota 55123

Company Complaining About: Comcast

Description

I wish to file a formal complaint as I have been notified by Comcast, my internet provider, that effective Nov 1st, 2016, there will be a data cap placed on my internet usage.

It was my understanding that legal data caps were only to apply to mobile data usage. I disagree strongly with this practice and feel that it is an unjust action. In the short term, I will be changing to an internet provider that is currently not initiating data caps. Though, if Comcast is allowed to continue, all providers will follow.

I urge you to take action against Comcast taking making this change.

Ticket: # 1253666 - Data Cap instituted by Comcast

Date: 10/11/2016 4:35:13 PM

City/State/Zip: San Jose, California 95132

Company Complaining About: Comcast

Description

I am in a 2-year contract with Comcast for Internet/TV service. They recently introduced a data cap of 1TB which will attempt to restrict my usage of my internet. For example, I plan on streaming 4k TV from Netflix which will almost surely put me over that cap. In addition, I am locked into a contract and they should not be able to arbitrarily change things.

Ticket: # 1253719 - Comcast 1tb data cap

Date: 10/11/2016 4:50:52 PM

City/State/Zip: Broomfield, Colorado 80020

Company Complaining About: Comcast

Description

Dear FCC,

I am lodging this complaint in regards to Comcast's plan to roll out a data cap on users nation wide. Normally, I would simply drop the company and switch to a different service provider. However Comcast is the only cable Internet provider I have access to in my area (Broomfield, CO). They have what is essentially a monopoly in my area, and are using this fact (I feel) to force customers to abide by their unfair policies.

The data cap is in my opinion, inherently immoral, as it limits the access of information on Comcast's customers financially. While I have never been happy with their policies and abuses of the system, I would understand if they actually wanted to start regulating the Internet more like a utility. However, their plan is obviously not based around treating customers fairly. No one who uses less than 1gb a month (such as my grandfather, who only checks e-mail) will see no reduction in cost. They are clearly only adding this as a way to take some money back from the loss cable TV has taken from companies like Netflix, not as a way to balance cost per consumer.

Furthermore, this plan (perhaps unintentionally) is directly harder on low income families with multiple children. I am a PC tech in my area, and I work with several lower income families who's kids break a 1tb cap collectively most every month. They (and their education) will suffer simply because Comcast's plan never took their situation in to account. Again, they have no alternative company to switch to, they have to accept Comcast's demands on this one.

So I suppose the point of all this is two fold. One, if Comcast wants to start treating the Internet like a utility, please use your powers to help them with that. Finding the most fair plan to provide what has become an essential part of life in modern society. And/or two, please use your powers to force the monopoly Comcast has to end. So we at least have a choice to not abide by their demands.

Lastly, I believe this will seriously damage the ability of of up start companies to compete online. A plan like this would effectively price out of the market many entrepreneurs who wanted to run a home business online. Though admittedly, this fact impacts me the least.

Anyway, I am sorry if this complaint got a little long winded, as I'm sure you have a lot of them to read. Though I really do feel as though Comcast is throwing the burden of their failing cable arm onto their customers, and (at least in my area) there is no open market they have to compete with. I hope we can reverse this path, as I believe the rules we set for the Internet will determine the course of humanity and the US for decades to come.

Ticket: # 1256808 - Comcast rolling out data caps in my area

Date: 10/12/2016 1:13:38 PM

City/State/Zip: Hercules, California 94547

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment

Ticket: # 1253765 - ISP will begin introducing data caps

Date: 10/11/2016 4:59:31 PM

City/State/Zip: Linton, Indiana 47441

Company Complaining About: Comcast

Description

My ISP, Comcast, has recently sent us notification that they will be introducing data caps (1 Terabyte/month) on November 1st. They say that this change will affect only 1% of their customers--data that I am unable to verify. What I do know is that it will affect me. According to their email, for "the past three months, [my] average data usage was 1853 GB." I don't deny this. I am a software developer who works from home every day, and we no longer subscribe to cable or satellite television and my family does almost all of our viewing through streaming services.

Not only does this put an extra burden on myself, having to watch the amount and (bitstream) quality my family will consume, but I also need to prioritize what data we use since my work must come first. This also puts my local data at risk since I currently subscribe to an online backup service, and all of my files are backup up online.

Comcast does provide an additional "unlimited" service for an extra \$50 per month, but I feel like this is unfair. They do not charge me less if I use less than 1 terabyte per month.

Comcast themselves, through leaked documents, mention that this is not about usage but about money (<https://consumerist.com/2015/11/06/leaked-comcast-doc-admits-data-caps-have-nothing-to-do-with-congestion/>).

Comcast also has their own video streaming service (Streampix) that they do not count towards their data usage (<https://customer.xfinity.com/help-and-support/cable-tv/stream-faqs>) (<http://www.pcmag.com/article2/0,2817,2495432,00.asp>). I feel like this puts unwanted stress on me as a consumer, trying to coerce me to use their service instead of an alternative service of my choosing.

I feel like a lot of this is anti-competitive and anti-consumer.

Ticket: # 1253774 - Comcast Data Caps Unacceptable**Date:** 10/11/2016 5:01:45 PM**City/State/Zip:** Rahway, New Jersey 07065**Company Complaining About:** Comcast

Description

To Whom It May Concern:

I am writing to express my extreme displeasure with Comcast's new data caps. Currently, I reside in New Jersey so the caps do not apply to me as of yet. However, upon reading recent news, I found out Comcast has expanded these data caps to new areas and eventually it will affect me.

As there is only one Cable Company that serves my area, I have no choice in selecting my Internet Service Provider. My household is what Comcast would consider a high Internet consumption user. With everything being dependent on the Internet in today's age, it is unacceptable that Comcast suddenly started introducing data caps and forcing people to pay overages. It is common knowledge that the cap will start at 1TB, then they will start decreasing the allowance until the consumer is paying for each Gigabyte used.

I see three possible resolutions to this blatant abuse towards the consumer:

1. Force Comcast to stop this data cap program that penalizes high volume Internet users.
2. Force Comcast to subsidize regional competition so customers have a choice in their Internet Service Provider and allow them to vote with their money.
3. Customers who do not use their monthly data allowance should only need to pay for the percentage of data that they actually used. For instance, if you have an allowance of 1TB or 1,000GB, and you only use 100GB in a given month, you should only need to pay for 10% of the monthly bill. If Comcast wants to charge for extra data, they should refund customers who do not use their monthly allowance.

In today's age, the Internet is a necessity and you should not be penalized for using it. Comcast is taking advantage of people by forcing them to pay excessive fees for bandwidth that does not cost them anything.

This needs to be dealt with accordingly and swiftly. Thank you for your understanding in this matter.

Ticket: # 1253844 - Comcast data caps

Date: 10/11/2016 5:22:20 PM

City/State/Zip: Renton, Washington 98056

Company Complaining About: Comcast

Description

Comcast has just announced a 1 TB data cap in my service area. I can get unlimited data for an extra \$50/month. I already pay over \$200/month for cable and internet. I feel Comcast is using its geographical monopoly to price gouge its customers. There is now comparable competing service in my area so I am stuck with Comcast

Ticket: # 1253859 - Comcast data cap

Date: 10/11/2016 5:24:30 PM

City/State/Zip: Marysville, Washington 98270

Company Complaining About: Comcast

Description

Data caps are a blatant violation of net neutrality and are a measure to unfairly harm competitors to Comcast's failing cable TV business.

Ticket: # 1253886 - Comcast Data Caps**Date:** 10/11/2016 5:33:43 PM**City/State/Zip:** Renton, Washington 98056**Company Complaining About:** Comcast

Description

Comcast is rolling out there new 1tb plan. Witch they say very few people will hit. Allowing Comcast to put in data caps is wrong. As the Internet grows and new technologies are emerging useinh more data is ultimately going to increase. Instead of spending money on upgrading the networks and providing better customer they want to charge people more money for what we already are pay way to much for. This action is a direct response to the denial of Internet fast lanes and putting the Internet under tittle 2 protecting. Comcast has time and time ago strong armed there customer to pay more and force out the competition. Around the country comcast holds a monopoly in most markets forcing them to use comcast. This needs to be stop before completely they hinder what is by far one the most substantial creation to our world sence the telephone. Limiting any Americans use of the Internet by throttling them or forcing them to pay extra to what is the 21st century avenue for free speech,expression and ideas is a blatant violation of every Americans god givin rights. Do not let comcast violate or pervert what we are a people have fought for for centuries.

Thank You

Ticket: # 1253924 - Data caps on Comcast internet usage

Date: 10/11/2016 5:42:16 PM

City/State/Zip: Burien, Washington 98166

Company Complaining About: Comcast

Description

Comcast is placing data caps on consumers in an attempt to force people to purchase their garbage tv service, this is a violation of net neutrality. Do your fucking jobs and represent the interests of the people you represent. Tell Comcast this is not ok, and don't let any others ISP pull this garbage on their consumers.

Ticket: # 1253935 - Comcast Xfinity Internet Data Cap/Net Neutrality complaint**Date:** 10/11/2016 5:45:14 PM**City/State/Zip:** Bremerton, Washington 98311**Company Complaining About:** Comcast

Description

I recently received an email from Comcast (Xfinity) regarding a change to my existing Internet service. The change involves adding a new 1TB (1024 GB) monthly data cap to my existing plan, effective November 1, while my current plan has no such data cap. In order to receive the same unlimited service I am currently paying for now, Comcast (Xfinity) is offering a "new" unlimited plan for an extra \$50 a month on top of my current bill. I believe this is a gross violation of the Net Neutrality legislation that recently passed in Washington state (where I reside). This is also a blatant money grab by Comcast (Xfinity), attempting to goad it's existing customer base into paying \$50 more per month to keep the same level of service they currently have. This comes at a time when 4K streaming is becoming more prevalent and it seems like this data cap is meant to force Comcast's Internet-only customers into paying for Comcast's TV service rather than using the streaming services of the customer's choosing (anti-competitive and conflict of interest issues). Please do anything within your power to put a stop to this blatant, anti-competitive money grab on the part of Comcast who has an unfair monopoly in the Internet/TV market.

Ticket: # 1253950 - Illegal Comcast Data Cap in San Francisco

Date: 10/11/2016 5:49:58 PM

City/State/Zip: San Francisco, California 94102

Company Complaining About: Comcast

Description

Hi there,

Comcast has instituted on October 7, 2016 a data cap coming to effect in 2 months.

Not only that there was not changes that necessitated Comcast to do this, it is also a violation of FCC's Network Neutrality principles, amongst others. I would like Comcast to be forced to reinstate unmetered access, and be punished accordingly to remind them of their duty as an essential utility provider.

Ticket: # 1277860 - Comcast Internet Caps

Date: 10/20/2016 8:05:51 AM

City/State/Zip: Aurora, Colorado 80012

Company Complaining About: Comcast

Description

Good day,

I am writing to the FCC and Chairman Wheeler to urge the FCC to take a strong stand against "data caps" being forced on broadband users.

In recent weeks I received an email from Comcast stating I would have a 1TB a month cap on data. There is no technical limit on these caps, they are motivated by an uncontrollable hunger for profit at the expense of the American consumer. More important, they represent a significant barrier to the expansion of commerce and communication in the USA.

As the world facing changing technologies, we need companies to invest in infrastructure and deployment, not reap profits and slow progress. The world is hungry for high speed communication, and exponentially so.

Take for example:

Streaming low quality video uses about .3GB an hour; this gives a consumer 3,333 hours of low quality video watching per month on Comcast's plan.

Streaming medium quality (SD) video takes .7 GB an hour; this gives consumers 1,428 hours of SD quality video watching per month on Comcast's plan.

Consumers no longer want low quality or standard quality HD; and we are increasingly using HD and UHD video services for personal and professional communication.

High video quality uses 3 GB an hour; this gives consumers 333 hours of HD video watching per month on Comcast's plan.

As noted, technology is exponentially changing, the latest format of video, UH, uses 7 GB an hour to stream; this leaves consumers with 142 hours of video streaming a month on Comcast's plan.

Source:

<https://help.netflix.com/en/node/87>

Netflix is not the only technology advancing, in the video streaming category companies such as Hulu (partially owned by Comcast) Amazon Prime Video and HBO Now (to name a few) also offer video streaming services. These caps will prevent newer streaming services from offering content in the UHD range, as consumers have to choose between what shows to watch.

Streaming technology is not the only advancement in discussion either. The video game industry saw record profits in 2015 (source: <http://fortune.com/2016/02/16/video-game-industry-revenues-2015/>) topping \$23.5 billion dollars with a 5% increase over the previous year.

Let alone that video games stream data on occasion, they frequently need updates and publishers attempt to force auto-updates on consumers. The average size of a video game download has shot up in the past few years, from numbers such as 15gig to 20gig and over 60 gig for the basic installation of the GTA Online Game. (source: <http://www.pcgamer.com/the-problem-with-growing-download-sizes/>)

If a consumer downloads GTA Online for one computer they are left with 940 gigabytes max left for the month, which means they can only watch 142 hours of UHD streaming TV.

Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

Comcast, and other ISPS offer a crucial service to the American people. Commerce is increasingly becoming digital, offering more and more opportunities for advancements.

As someone involved with advanced technology usage, the future becomes disconcerting as Comcast attempts to limit innovation and commerce through data caps.

The field of Virtual Reality and Augmented Reality are about to reach a tipping point that will increase the data transmission needs across the USA and the world itself. Even in 2016 President Obama demonstrated using virtual reality to visit a National Park from within the Whitehouse. VR can be used for telecommuting, gaming, military advancement, occupational and physical therapy, and the list goes on.

So please, take a stand with internet consumers as we fight for a fair and just internet that provides high quality service without artificial profit driven limits on the expansion of commerce and free speech in this our great nation, the United States of America. Keep our states united, with digital communicating that empowers the people in the true rich history of our nation, from the invent of the postal service, to coast to coast telegraph services and now to the near ability to digitally transport oneself in virtual reality to any location in our nation.

Thank you for your time.

Ticket: # 1254121 - Comcast and the 1TB Data Cap

Date: 10/11/2016 6:43:20 PM

City/State/Zip: Olympia, Washington 98502

Company Complaining About: Comcast

Description

This is vaguely related to net neutrality, but is mostly an anti-trust problem, in a move to stifle competition. With the incoming advent of 4K television streaming becoming the norm, 1TB of data will quickly become a very real roadblock to consumers even casually streaming 4K content. Not only that, but Comcast is planning on releasing a streaming service that is NOT subject to the same data capping service in order to force consumers into purchasing services through them. This is a blatant cash-grabbing move aimed at future customers as they move into ever more bandwidth and data intensive multimedia consumption.

Ticket: # 1254110 - Comcasts data caps

Date: 10/11/2016 6:38:53 PM

City/State/Zip: Brighton, Michigan 48116

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

Ticket: # 1254115 - Comcast data caps

Date: 10/11/2016 6:41:02 PM

City/State/Zip: Champaign, Illinois 61820

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Champaign, IL

Ticket: # 1254118 - Comcast Data Caps

Date: 10/11/2016 6:43:03 PM

City/State/Zip: Seattle, Washington 98136

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

Ticket: # 1254127 - Comcast Data Caps

Date: 10/11/2016 6:45:36 PM

City/State/Zip: Lindon, Utah 84042

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254131 - Comcast data cap

Date: 10/11/2016 6:46:34 PM

City/State/Zip: Ft Collins, Colorado 80526

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1254141 - Comcast Internet Caps

Date: 10/11/2016 6:48:40 PM

City/State/Zip: Yorkville, Illinois 60560

Company Complaining About: Comcast

Description

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1254152 - Comcast Data Caps

Date: 10/11/2016 6:52:48 PM

City/State/Zip: Payson, Utah 84651

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

In my area Comcast has lobbied state and local government in opposition to open fiber infrastructure development.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely

Ticket: # 1254167 - Comcast Unfair Data Caps**Date:** 10/11/2016 6:55:29 PM**City/State/Zip:** Arlington, Virginia 22203**Company Complaining About:** Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. If companies like Comcast take taxpayer dollars and then turn around and continue to mistreat America taxpayers, how can we as Americans feel that our government is keeping our best interests at heart and not the interests of large corporations who's sole purpose is to generate revenue at the expense of Americans?

Sincerely,

(b)

Ticket: # 1254168 - Comcast unlawful, anti-competitive bandwidth cap

Date: 10/11/2016 6:55:41 PM

City/State/Zip: Cupertino, California 95014

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

To add some math, the current speed that Comcast sold me was 150 mbps for a month, however if I use 150 mbps for 16 hours 17 mins 21 secs i will use up 1TB of data, so essentially they sold me something they said I can use for a month that will actually be used up in less than a day. This sort of behavior is only possible because of their monopoly status.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254170 - Comcast 1tb data cap

Date: 10/11/2016 6:56:53 PM

City/State/Zip: Burlingame, California 94010

Company Complaining About: Comcast

Description

You can even copy/paste this template here in the complaint box:

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

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

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

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

Ticket: # 1254173 - Xfinity's recent capping of data usage at 1TB

Date: 10/11/2016 6:57:47 PM

City/State/Zip: Verona, Virginia 24482

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254175 - comcast data cap

Date: 10/11/2016 6:58:39 PM

City/State/Zip: Peoria, Illinois 61603

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254191 - Comcast 1TB data cap

Date: 10/11/2016 7:03:14 PM

City/State/Zip: Kelso, Washington 98626

Company Complaining About: Comcast

Description

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1254199 - Comcast Internet Cap

Date: 10/11/2016 7:05:14 PM

City/State/Zip: Wellington, Florida 33414

Company Complaining About: Comcast

Description

I signed up for Comcast Xfinity Internet in Wellington, FL 33414. When I signed up, I signed up with not data cap. Now, there is a 1TB per month data cap.

Ticket: # 1254213 - No Data Caps Please

Date: 10/11/2016 7:09:20 PM

City/State/Zip: Tracy, California 95376

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254224 - Xfinity data caps

Date: 10/11/2016 7:11:42 PM

City/State/Zip: Mountain View, California 94040

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1254239 - Data Caps

Date: 10/11/2016 7:15:03 PM

City/State/Zip: Hometown, Illinois 60172

Company Complaining About: Comcast

Description

Data caps hurt the economy.

They are arbitrary and only serve as a cash funneling mechanism.

Data caps also increase piracy. As people are forced to choose between unfettered access to free information on the internet and going to a movie.

More and more people will turn to piracy as they cannot afford the movie theater as they choose unmetered access to information.

Along with employers more and more are only looking at applications that are filed online, the internet has become the entry door into the workplace.

Children that are home schooled via internet connections are further burdened by these arbitrary caps.

It also has an effect on VoiP telephone service as that too uses data, unless you don't want to be billed for your VoiP data and are forced into using their VoiP service.

Data Caps are something that cannot and should not be allowed.

Ticket: # 1254240 - Data Cap on Comcast Internet

Date: 10/11/2016 7:15:32 PM

City/State/Zip: Laporte, Indiana 46350

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

I was going to purchase a 4K Television but this cap discourages me.

Ticket: # 1254274 - XFINITY Comcast data caps

Date: 10/11/2016 7:26:33 PM

City/State/Zip: Troy, Michigan 48083

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1254277 - Comcast Data Caps

Date: 10/11/2016 7:27:27 PM

City/State/Zip: Waterford, Michigan 48328

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254295 - Comcast data cap

Date: 10/11/2016 7:29:48 PM

City/State/Zip: Bartlett, Tennessee 38133

Company Complaining About: Comcast

Description

To whom it may concern,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Thank you

Ticket: # 1254304 - New Comcast data limit

Date: 10/11/2016 7:32:53 PM

City/State/Zip: Sacramento, California 95834

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254309 - Data Caps

Date: 10/11/2016 7:33:45 PM

City/State/Zip: Denver, Colorado 80205

Company Complaining About: Comcast

Description

I was just informed by Comcast that they will be rolling out data caps nationwide. Data Caps are absolutely ridiculous and should honestly be made illegal.

THE CONSUMERS NEED COMPETITION. END ISP MONOPOLIES!!!

[Ticket: # 1264407 - Comcast data cap](#)

Date: 10/14/2016 11:25:05 AM

City/State/Zip: Woodridge, Illinois 60517

Company Complaining About: Comcast

Description

Comcast data cap is regressive.

Ticket: # 1254318 - Comcast data caps

Date: 10/11/2016 7:34:59 PM

City/State/Zip: Corvallis, Oregon 97333

Company Complaining About: Comcast

Description

By placing data caps on internet, Comcast is working around the net neutrality ruling against them to milk more money out of their consumers. Already a functional monopoly in most markets, Comcast is creating a system in which they will further degrade United States internet to further set us back worldwide. Seeing as the little guy has no power against a company that spends more on lawyers every year than the yearly wages of every person in a medium sized American city combined, we are reliant on government regulations to have affordable options. If you allow comcast to follow on and continue this path, you are stating that you don't care about the American public.

Ticket: # 1254325 - Comcast Data Caps

Date: 10/11/2016 7:36:26 PM

City/State/Zip: Woodinville, Washington 98072

Company Complaining About: Comcast

Description

Comcast will begin enforcing a data cap at 1TB. I do not get TV from Comcast, instead I use a streaming service (Playstation Vue and Netflix). I feel that their data cap is being implemented solely to discourage use of these competing services.

Ticket: # 1254334 - Comcast data capping

Date: 10/11/2016 7:39:56 PM

City/State/Zip: San Jose, California 95132

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254354 - Comcast Data Caps

Date: 10/11/2016 7:45:45 PM

City/State/Zip: Burnsville, Minnesota 55337

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254358 - Comcast Internet Data Cap

Date: 10/11/2016 7:47:11 PM

City/State/Zip: Vancouver, Washington 98686

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254365 - Comcast Data Cap

Date: 10/11/2016 7:50:38 PM

City/State/Zip: Vancouver, Washington 98660

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1254373 - Comcast Bandwidth Cap

Date: 10/11/2016 7:53:23 PM

City/State/Zip: Greeley, Colorado 80634

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

An Upset Internet Enthusiast

Ticket: # 1254376 - Comcast data cap

Date: 10/11/2016 7:53:51 PM

City/State/Zip: Roseville, California 95678

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254382 - Comcast's internet bandwidth cap

Date: 10/11/2016 7:54:37 PM

City/State/Zip: South Bend, Indiana 46613

Company Complaining About: Comcast

Description

Dear FCC,

Comcast (Xfinity) recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast (Xfinity) is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254400 - Complaint against Data Cap on Internet Usage**Date:** 10/11/2016 7:59:11 PM**City/State/Zip:** Aurora, Colorado 80016**Company Complaining About:** Comcast

Description

I strongly oppose the use of data caps or any kind of metered service for internet usage(Comcast data caps, to be specific, but applies to all). Charges for bandwidth are already high enough to be considered gouging and then adding caps, no matter how high, is no different than metering TV service by putting a limit on how many shows I can watch or how much music I can listen to. In fact, since the very same service provider who provides internet also provides content, these two things are one and the same. The certainty of abuse and critical harm to the consumer caused by these caps should lead the FCC to declare them illegal under the same standards that open and neutral internet access fall under.

Ticket: # 1254449 - Data Limit

Date: 10/11/2016 8:20:39 PM

City/State/Zip: Corvallis, Oregon 97330

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254472 - Broadband Data Caps

Date: 10/11/2016 8:32:45 PM

City/State/Zip: Albany, Oregon 97321

Company Complaining About: Comcast

Description

Comcast has implemented 1TB/month data caps and I have no other options for cable internet in my area. I rely on internet access for my livelihood, it is much like a public utility in that it's become a requirement for living successfully in the modern age. Since the 90s, we've been dealing with these monopolies around the country -- Verizon, TimeWarner, Comcast. Relative to the world, we pay more for less quality. Comcast would like us to believe that we are lucky to get 1TB of data a month; and they suggest it's reasonable, and how dare we expect unlimited data when we wouldn't expect unlimited amounts of other services. This is an obviously flawed bit of logic, but it will probably do enough to appease the ignorant. This is an issue that will shape future of our country; we cannot continue to be held back by corporate greed -- ask Comcast to keep data limits off of our service.

Ticket: # 1254481 - Comcast Data Caps

Date: 10/11/2016 8:35:00 PM

City/State/Zip: Brooklyn Center, Minnesota 55429

Company Complaining About: Comcast

Description

Comcast is rolling out data caps. I did not pay for limited internet. This is a violation of the Net Neutrality rules. This will limit what i can do online. This limit access to streaming and gaming services. Comcast will allow me to stream their services which will not effect y data usage, but if i use anyone's else service it goes against my data cap usage

Ticket: # 1256842 - Comcast

Date: 10/12/2016 1:16:29 PM

City/State/Zip: Chico, California 95973

Company Complaining About: Comcast

Description

Putting in my complaint about Comcast implementing data caps.

Ticket: # 1254502 - Comcast Data Cap

Date: 10/11/2016 8:41:59 PM

City/State/Zip: Portland, Oregon 97216

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

Ticket: # 1254512 - Comcast data caps

Date: 10/11/2016 8:45:58 PM

City/State/Zip: Layton, Utah 84041

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254518 - Comcast Data Caps

Date: 10/11/2016 8:47:09 PM

City/State/Zip: Heber City, Utah 84032

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

Ticket: # 1254547 - Comcast Data Cap - Unfair

Date: 10/11/2016 9:01:31 PM

City/State/Zip: Glen Ellyn, Illinois 60137

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

1TB may seem like "enough" today but as in most things in technology it will be nothing in the near future.

Sincerely,

Ticket: # 1254561 - Data limits for home internet**Date:** 10/11/2016 9:07:16 PM**City/State/Zip:** San Jose, California 95126**Company Complaining About:** Comcast

Description

I am a resident currently affected and very unhappy about Comcast's new data cap plan they forced upon my home and my community. This data plan is not about fairness, it is not about congestion, it is another way for Comcast to increase profits without improving their service.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. If someone was to tap into my water, electricity, and gas lines it would be a crime, but advertising companies, forced software updates, and emails with attachments can all be sent to me using my data without my permission. Water, electricity, and gas have meters that I am able to check and confirm my usage for myself. Comcast tells me how much I have used and I have no way to audit their claim.

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

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

Ticket: # 1254582 - Comcast 1tb data cap

Date: 10/11/2016 9:15:47 PM

City/State/Zip: South Salt Lake, Utah 84119

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254585 - Data caps

Date: 10/11/2016 9:16:42 PM

City/State/Zip: Aurora, Colorado 80045

Company Complaining About: Comcast

Description

I have recently been put on a Data Cap. This is unprecedented and nreasonable, as the internet is not a limited resource. Those that use "more" should not pay more. The ISP is not providing the internet, merely providing a path to access it. This limits my availability and options for what and how to browse the internet, and forces me to choose what i can and cannot download.

Ticket: # 1254614 - Data Limit**Date:** 10/11/2016 9:28:20 PM**City/State/Zip:** Houston, Texas 77082**Company Complaining About:** Comcast

Description

Dear Sir or Madam, I have internet only service from Comcast in the Atlanta area. Comcast has instituted a 1TB per month data cap where each additional 50GB is charged at a rate of \$10 with a \$200 overage limit. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 1TB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by 3 individuals within a household would be impacted by Comcast's data cap. Less than 10 hours in a month of 4K streaming video would be over this arbitrary limit Comcast has decided to impose now that 4K programming looks to be the next wave of streaming possibilities. We do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage, especially when there has been no great increase in internet services provided despite increasing costs. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 1254630 - New data caps

Date: 10/11/2016 9:36:33 PM

City/State/Zip: Sycamore, Illinois 60178

Company Complaining About: Comcast

Description

Was informed by a sales person that I could pay extra for a data cap removal. I never signed up for a data cap and never agreed to the change yet I get billed and have no defense for myself because I'm not a billion dollar company.

Ticket: # 1254623 - Comcast data cap Nov 2016

Date: 10/11/2016 9:32:36 PM

City/State/Zip: Bellingham, Washington 98226

Company Complaining About: Comcast

Description

I am writing to complain about Comcast's announced data cap that will take affect in my home state of Washington on November 1, 2016. In my city, Comcast is our only option for Internet service - they have a monopoly. How is it that they get to decide how much data I can use in a given month? Their infrastructure will remain the same - does it cost them more when I use more data? Are not data caps a violation of the FCC's net neutrality policy? Please enforce your rules and do not allow Comcast to cap our data rates. Thank you.

Ticket: # 1254656 - Comcast (Xfinity) 1TB data cap in California

Date: 10/11/2016 9:46:39 PM

City/State/Zip: San Jose, California 95118

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

Ticket: # 1254660 - Comcast New Data Caps

Date: 10/11/2016 9:48:02 PM

City/State/Zip: Lansing, Michigan 48906

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254708 - Comcast Cable's 1 TB data cap

Date: 10/11/2016 10:10:51 PM

City/State/Zip: Oakland, California 94610

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1257300 - Comcast Data Caps**Date:** 10/12/2016 1:48:17 PM**City/State/Zip:** Deerfield Beach, Florida 33441**Company Complaining About:** Comcast

Description

I previously subscribed to Comcast's "blast" internet plan with my three roommates and I all using the internet. Each month we would go well over the 1tb data cap, and thus had to pay for an unlimited data plan. Since then I have moved out and now live with only one other roommate, thus using much less data on average compared to when I lived with more people. Since we still break the 1tb limit, we still have to pay just as much as if we were using twice the amount of data. Recently we were informed the price of the unlimited plan would be raised even higher, punishing my roommate and I even further for using less data than we did previously. Data caps do not provide any positive effects for consumers, on for the businesses that implement them. Data caps are a blatant attempt to further milk consumers who actually use the internet they already pay for. Comcast's "blast" plan provides 75 megabits per second download speed, though I only average 50 megabits. 50 megabits is roughly 6.25 megabytes, thus allowing me on average to download 375 megabytes worth of data in a single minute. At that speed, which is still 25 megabits less than what Comcast advertises for the "blast" plan, it would take just under 3 minutes to download an entire gigabyte worth of data (1 gigabyte being 1024 megabytes). This means that at this speed, a single person could hit Comcast's data cap after about 44 and a half hours of internet usage, which can include using computers, phones, tablets, gaming consoles, or even smart TV's. This is able to be accomplished with an average of 6.3 hours of internet usage a day, and that is if the person in question lives alone, and nothing in their house passively uses data (such as automatic updates and downloads on phones, tablets, computers, and gaming consoles). I am not arguing that Comcast's cap is too low, but that the cap should not exist at all. Internet has become a necessity, being required for education as early as kindergarten all the way through college, and being an exceptional tool to use in your professional life. Comcast is currently part of an oligarchical industry, often being the only internet service provider that people have the option of using. If this were not the case, implementing a data cap would result in consumers fleeing from comcast to different ISPs. Since most people do not have any other ISP to switch to, or the only other service provider (often AT&T) has similar data caps already in place.

Ticket: # 1254723 - Comcast Data Cap

Date: 10/11/2016 10:21:01 PM

City/State/Zip: Sacramento, California 95833

Company Complaining About: Comcast

Description

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

Ticket: # 1254755 - Comcast Data Caps limiting future technology and abusing monopoly status

Date: 10/11/2016 10:37:45 PM

City/State/Zip: Carlisle, Pennsylvania 17013

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254768 - Data caps for Internet service

Date: 10/11/2016 10:54:33 PM

City/State/Zip: Highlands Ranch, Colorado 80130

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b)

Ticket: # 1254789 - Data cap

Date: 10/11/2016 11:04:54 PM

City/State/Zip: Farmington, New Mexico 87401

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254828 - Complaint on Comcast caps

Date: 10/11/2016 11:21:01 PM

City/State/Zip: Evergreen, Colorado 80439

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (5)

Ticket: # 1254831 - Comcast data caps

Date: 10/11/2016 11:22:12 PM

City/State/Zip: Bellevue, Washington 98006

Company Complaining About: Comcast

Description

Dear FCC,

I'm writing to share my concerns about Comcast's intention to enforce a 1 TB data cap in my state.

While 1 TB may be sufficient for many people's needs today, this won't be the case in the future. I have spent most of my professional career in the technology sector, and most recently I spent 5 years working on Xbox. Based on my interactions with video partners, game developers, and other content creators, I know very well that 1 TB won't be sufficient to handle high-resolution video streams that will be commonplace soon.

As expected, Comcast does not implement the data cap in areas where they face fierce competition. It's clear that this is a move intended to boost profits using deceptive, anticonsumer practices before 4K video becomes broadly available.

My neighborhood in WA only has two options for broadband: Comcast and CenturyLink DSL. The latter's offerings are quite slow and incomparable, and as a result, Comcast dominates the market share here. I did an informal survey with my neighbors (~125 households), and nearly 80% were dissatisfied with their existing ISP service and would switch to a more competitive offering with no data caps.

I hope that you are able to assist with investigating this issue. Thank you.

Ticket: # 1254860 - Comcast data cap

Date: 10/11/2016 11:36:38 PM

City/State/Zip: Tucson, Arizona 85741

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1254862 - Comcast's Internet Bandwidth Cap

Date: 10/11/2016 11:36:54 PM

City/State/Zip: San Francisco, California 94115

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254865 - Comcast Data Cap**Date:** 10/11/2016 11:38:41 PM**City/State/Zip:** Ukiah, California 95482**Company Complaining About:** Comcast

Description

It has recently come to my attention that beginning November 2016 Comcast will be implementing a data cap of 1 terabyte/month on some of their customers internet usage (others have already seen this cap implemented). If customers go over the cap they will be charged an additional \$10/month for every 50 gigabytes they go over up to \$200. Now, according to a statement in Comcast's press release regarding the change, Comcast states that 99% of their customers will be unaffected by the new data cap; however, I believe this number to be completely made up and not even close to the truth. With online gaming, mobile devices connected to wifi and the ever growing popularity of 4k HD video streaming along with the popularity of streaming sites like Netflix; Hulu; Amazon Prime; et al. I suspect that a vast majority of customers will come up on their data cap well before the start of a new billing cycle. Mind you, Comcast isn't being completely heartless (insert sarcasm here) with this as they are going to also offer an unlimited data plan. The problem is that this unlimited plan will cost an additional \$50 a month. Now I don't know about you, but I am one of the millions of cash strapped Americans that would have a very hard time paying an additional \$50 a month on top of what I'm already paying simply for access to the internet. That extra \$50 number also makes it extremely clear to see what is going on here regarding the true purpose of this data cap and that is to get back at customers who have ditched cable TV. They are punishing people for trying to save money by getting rid of their vastly overpriced cable TV services in favor of more affordable alternatives and it is an unfair business practice, especially in small communities in which they are virtually the only high speed ISP option in the area.

I make it no secret that I despise Comcast. Their customer service reputation is horrible, their services are overpriced and their business practices are shadier than possibly any other company in America (I mean, they were just recently handed the largest fine the FCC has ever given a cable company for charging customers for services and equipment they didn't order). And while you could argue that my main purposes for protesting this new policy (those listed above) are completely selfish I also strongly believe that this new policy is harmful in other ways as well. For example, I believe this data cap will stymie innovation and competition as it will make it more costly for small businesses and others that may have an impact on the advancement of society in the future to have access to affordable internet coverage (something that is becoming ever more important in this day and age). Also, while I'm no expert on the subject, I also believe that this policy is Comcast's way of skirting around, and violating, "Open Internet and Net Neutrality" laws. We are at an age when affordable internet access is becoming more and more vital to everyday life; therefore, I am respectfully requesting that the FCC look into this data cap of Comcast's and either make them get rid of it, make them raise the cap or make an unlimited plan more affordable. Remember that as technology continues to advance even the most common usages of the internet will use and require more data and that there was a time not too long ago when some people would have said that a 50 gigabyte cap would have been sufficient. How long into the future will it be before a whole terabyte is seen as 50 gigabytes is today?

Ticket: # 1254871 - Comcast Data Caps**Date:** 10/11/2016 11:43:57 PM**City/State/Zip:** Winchester, Virginia 22601**Company Complaining About:** Comcast

Description

The data caps on Comcast internet users is ridiculous. It is currently not in my market, but one day may be and besides I speak for many that are affected currently. They are the only internet provider my family and I can use because there are no other providers in our area for what we need. The consumer should not be held to pay higher rates or have restrictions because of the failing abilities to maintain cable tv subscribers. They can say what they want, but all this is because Comcast is mad that people aren't willing to be robbed via insane prices for cable tv and are terminating their cable subscriptions. If they were more reasonable and fair with cable tv pricing they may not be losing so many customers. There should be NO caps on internet use and if Comcast would offer a la carte options for cable channels, at a reasonable price (like \$2 a channel subscribed to per month) maybe they could make up some of that lost revenue. I think it was Canada that passed a law that made cable providers provide customers with the a la carte option for channels instead of forcing customers to pay \$150 or more for tons of unwatched channels. So, instead of giving customers options, they drive customers away from one service to another, then essentially want to penalize them for doing that by implementing data caps. All because they were forcing the customer to take a higher priced cable product that the customer most likely did not use anyway. Really, who watches 200+ channels that they force you to pay for in order to get just the handful of channels you actually use?

Ticket: # 1254874 - Data usage caps

Date: 10/11/2016 11:45:17 PM

City/State/Zip: Dacula, Georgia 30019

Company Complaining About: Comcast

Description

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1254923 - Comcast

Date: 10/12/2016 12:20:23 AM

City/State/Zip: Pacific, Washington 98047

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely, (b) (6)

Ticket: # 1254925 - Comcast datacaps...

Date: 10/12/2016 12:21:18 AM

City/State/Zip: Cleveland, Ohio 44144

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254944 - Comcast Data Cap bait and switch

Date: 10/12/2016 12:43:55 AM

City/State/Zip: Milton, Florida 32571

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254945 - Comcast 1TB Data Cap in Houston, TX

Date: 10/12/2016 12:44:39 AM

City/State/Zip: Houston, Texas 77070

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254955 - Comcast Data caps

Date: 10/12/2016 12:54:14 AM

City/State/Zip: Evans, Colorado 80620

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254965 - Comcast Data Cap

Date: 10/12/2016 1:09:23 AM

City/State/Zip: Oakland, California 94610

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254975 - Comcast 1TB Internet Cap for Houston, Texas starting 11/01/2016

Date: 10/12/2016 1:33:10 AM

City/State/Zip: Houston, Texas 77095

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254988 - data cap

Date: 10/12/2016 1:53:17 AM

City/State/Zip: Cleveland, Ohio 44115

Company Complaining About: Comcast

Description

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254989 - Comcast Datacap

Date: 10/12/2016 1:53:41 AM

City/State/Zip: Springville, Utah 84663

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1254997 - Comcast Data caps

Date: 10/12/2016 2:01:45 AM

City/State/Zip: Chicago, Illinois 60660

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1255001 - Comcast recently rolled out a 1TB cap on data

Date: 10/12/2016 2:09:33 AM

City/State/Zip: Oroville, California 95966

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255043 - Xfinity imposing data cap

Date: 10/12/2016 3:34:18 AM

City/State/Zip: San Jose, California 95112

Company Complaining About: Comcast

Description

Comcast Xfinity is now imposing a data cap on my region (Santa Clara County, CA) of 1TB per month. This is a clear net neutrality violation by discriminating against my data past a certain arbitrary limit.

Comcast isn't even pretending to justify WHY they require this cap, it's just a new charge with no additional service guaranteed. In fact, Comcast has previously proven they don't need data caps to limit bandwidth saturation when they recently decided to exempt Xbox live traffic from the cap.

Ticket: # 1255031 - Comcast Data Caps

Date: 10/12/2016 3:09:42 AM

City/State/Zip: Chester, Virginia 23831

Company Complaining About: Comcast

Description

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1255073 - Comcast Data limitations

Date: 10/12/2016 5:36:23 AM

City/State/Zip: Alpharetta, Georgia 30022

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255080 - 1tb data limit.

Date: 10/12/2016 6:01:40 AM

City/State/Zip: Roy, Washington 98580

Company Complaining About: Comcast

Description

this is BS. any limit on data usage is a clear violation of Net Neutrality. on fixed-line networks, ISPs do NOT incur significantly higher costs due to more data use, and data caps do NOT help lower congestion. there is NO legitimate purpose for DATA CAPS. DATA CAPS are obviously a money grab; it's greed, pure and simple.

Ticket: # 1255110 - Comcast data caps

Date: 10/12/2016 7:23:29 AM

City/State/Zip: Concord, New Hampshire 03301

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1255117 - Comcast data cap

Date: 10/12/2016 7:37:35 AM

City/State/Zip: North Vernon, Indiana 47265

Company Complaining About: Comcast

Description

Comcast has started a 1tb data cap on my internet starting November 1st 2016 and I am in the middle of a 2 year contract with them. I payed for unlimited data when I started the contract and now they are changing it, is this a void of my contract? I mean I agreed to 2 years for 75mb/s unlimited internet and now they are taking it away from me and yes I know 1tb a month is a lot of data but when I just got 3 4K streaming boxes for my house and that would put me way over 1tb if I start using them. I've tried to call Comcast and ask if this voids my contract and I talked to 3 people that couldn't even tell me if I was going to get a data Cap and then I got on the phone with the security department of Comcast they said the couldn't help me with the void of my contract cause that's not there job and I need to call back and ask for costumer care department. please help me this is not right what they are doing, if I was not in a contract with them then they could do what they want but not if I agreed to 2 years unlimited when I signed up

Ticket: # 1255130 - Comcast data caps

Date: 10/12/2016 7:49:32 AM

City/State/Zip: Redwood City, California 94062

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255123 - Comcast's 1TB Data Cap on its Internet Service**Date:** 10/12/2016 7:44:20 AM**City/State/Zip:** Fort Washington, Maryland 20744**Company Complaining About:** Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold the consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. This kind of practice will eliminate innovation, and put the focus on the pockets of the likes of Comcast and others. We shouldn't be doing stuff like this in the year 2016..... it's old, corrupt, and outdated practice.

I don't have comcast, but that doesn't stop me from filing a complaint against them. If you guys don't stop them, they will have their way, and continue making things worse.

#CorporateGreed

Sincerely,

(b) (6)

Ticket: # 1255127 - Comcast Bandwidth Cap

Date: 10/12/2016 7:45:51 AM

City/State/Zip: Pittsburgh, Pennsylvania 15213

Company Complaining About: Comcast

Description

I think that it should be illegal for Comcast to introduce data caps on their service just because they don't want to pay to upgrade their infrastructure. We are living in a time when 4K content is right around the corner and bandwidth requirements are only going to increase. Luckily right now I live in an area that does NOT have this arbitrary limit in place but I will be moving to Oregon soon and finding a new internet provider.

Ticket: # 1256473 - Comcast data caps

Date: 10/12/2016 12:50:52 PM

City/State/Zip: San Jose, California 95123

Company Complaining About: Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1255213 - Comcast data caps

Date: 10/12/2016 8:11:31 AM

City/State/Zip: Houston, Texas 77091

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255221 - Comcast Recent Data Cap

Date: 10/12/2016 8:20:31 AM

City/State/Zip: Flint, Michigan 48506

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Please do something to stop Comcast from imposing this data cap. The FCC is the only one who can stand against a giant corporation like Comcast, fight for the little guy (your everyday citizen).

Sincerely,

(b) (6)

Ticket: # 1259322 - Comcast Data Cap complaint**Date:** 10/12/2016 4:31:51 PM**City/State/Zip:** West Valley City, Utah 84119**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1255241 - Comcast Data Cap/Money Grab

Date: 10/12/2016 8:33:34 AM

City/State/Zip: Warrenton, Virginia 20187

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255251 - Comcast Broadband

Date: 10/12/2016 8:43:26 AM

City/State/Zip: York, Pennsylvania 17404

Company Complaining About: Comcast

Description

Dear FCC,

I do not want this to come to my area. Please have more competition in the Northwest.

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255257 - Data Caps

Date: 10/12/2016 8:47:02 AM

City/State/Zip: Sellersville, Pennsylvania 18960

Company Complaining About: Comcast

Description

Dear Sir or Madam, I have Internet and TV service from Comcast. In certain markets, Comcast has instituted a data cap where each additional 50GB is charged at a rate of \$10. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming which travels over the same last mile without this usage counting against their data cap, while internet users viewing of HBO Now, Hulu, or Netflix accrues against the limit?

Approximately 11 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. If a household has four members, unreasonable measures are needed to select low quality video feeds or agreement to all watch the same programs at the same time to manage their internet usage. I view any data cap or limit as unnecessary and an unfair business practice. The implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC should be enforced. If a customer is paying for bandwidth, they deserve that service as originally communicated. This is an arbitrary limit that has been put in place to extract additional revenue, not to manage network congestion as admitted by Comcast previously.

Ticket: # 1255275 - Comcast Internet Data Caps 1TB

Date: 10/12/2016 8:52:41 AM

City/State/Zip: Fishers, Indiana 46038

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255276 - Comcast Data Cap

Date: 10/12/2016 8:52:59 AM

City/State/Zip: Ann Arbor, Michigan 48103

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255302 - Comcast's Internet Bandwidth Cap

Date: 10/12/2016 9:05:23 AM

City/State/Zip: Emeryville, California 94608

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255304 - Comcast (Xfinity) Data Cap

Date: 10/12/2016 9:05:56 AM

City/State/Zip: Bloomington, Minnesota 55431

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255313 - Comcast internet cap

Date: 10/12/2016 9:13:22 AM

City/State/Zip: Eaton Rapids, Michigan 48827

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1255324 - Comcast Cap

Date: 10/12/2016 9:19:33 AM

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255339 - Comcast Data Caps

Date: 10/12/2016 9:25:27 AM

City/State/Zip: Peyton, Colorado 80831

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

Ticket: # 1255362 - Comcast data limits

Date: 10/12/2016 9:41:15 AM

City/State/Zip: Katy, Texas 77494

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255414 - Protest Comcast data cap

Date: 10/12/2016 10:05:56 AM

City/State/Zip: Edina, Minnesota 55435

Company Complaining About: Comcast

Description

I protest the Comcast imposition of a data cap, no matter what size or justification.

High volume customers are predominantly high bandwidth customers, who pay a premium for that additional speed. Comcast must be required to adjust prices for the speed categories to reflect their aggregate data usage.

Any data cap is stifling to future technology and the customer base, and an extraordinary gouge of extra profit.

A cap allows the company to add additional low-volume but high profit customers, without increasing the data handling capacity of their equipment.

A cap potentially allows the company to violate net-neutrality in the future, by allowing preferred data to be exempt from an established data cap.

Please oppose Comcast data caps.

Ticket: # 1255418 - Comcast 1TB Data Cap**Date:** 10/12/2016 10:06:41 AM**City/State/Zip:** Guilford, Connecticut 06437**Company Complaining About:** Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1255421 - Comcast Data Caps**Date:** 10/12/2016 10:06:51 AM**City/State/Zip:** Pitman, New Jersey 08071**Company Complaining About:** Comcast

Description

I do not approve of data caps on wired internet connections. They shouldn't be oversubscribing their equipment so much if they can't support it. There is no competition in the home internet market due to last mile constraints. In situations where there is only one or two viable providers they should not be allowed to extract extra profit just because they feel like it. This cap of 1TB per month seems generous, but as 4k video catches on and various other streaming technologies become more accepted, this cap will be hit more and more regularly. In addition, theres no reason they can't start shrinking the cap at will just to extract money from their customers.

Ticket: # 1255452 - Data Cap Regulation**Date:** 10/12/2016 10:13:09 AM**City/State/Zip:** Dallas, Texas 75219**Company Complaining About:** Comcast

Description

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. This is only the first step in allowing ISPs to regulate and tier internet data without investing in new infrastructure. Rates have been going up for years, yet service continues to become more restrictive. Please deny ISPs the ability to impose data caps, and consider adding price protections. There is no need to allow increasing rates for internet only just so ISPs can keep profits high from their TV days.

Ticket: # 1256490 - Data Caps

Date: 10/12/2016 12:51:49 PM

City/State/Zip: Alta Loma, California 91737

Company Complaining About: Comcast

Description

Data caps on cable internet are unjust and are not reasonable.

Ticket: # 1255456 - Comcast Internet Data Caps

Date: 10/12/2016 10:14:21 AM

City/State/Zip: Taylorsville, Utah 84129

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access, (I live in one of these areas).

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255469 - Data caps with Comcast

Date: 10/12/2016 10:17:36 AM

City/State/Zip: Oakdale, California 95361

Company Complaining About: Comcast

Description

Comcast is rolling it data caps, while they claim 1 terabyte is a lot of data, I'm worried that advancement of technology will make this a small amount in the near future.

If I'm already paying for data, my unused data should roll over. I also don't think my data should be eaten up by ads. Some ads are very intrusive and eat up data with video and browser redirects. Common updates of software that I can not deny i.e. windows 10, eat large amounts of data. There is honestly no excuse for any data caps, it's just a money grab. I have one other choice in service, monopolies are causing hardships for average people.

Internet is a necessity in this day and age ahs really needs to be looked at as a utility.

Ticket: # 1257162 - Data Caps - Comcast and all the rest

Date: 10/12/2016 1:38:17 PM

City/State/Zip: Issaquah, Washington 98027

Company Complaining About: Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. It is unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers have already paid for and continue to pay for through their monthly premium beyond the subsidies provided by the government for better internet infrastructure. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and if it's a large family 1 TB can be easily surpassed within half a month. It hurts our economy as a whole as people give up services that they would otherwise pay for.

Additionally, as a scientist, many scientists have large swaths of data uploaded to repositories on the internet (similar to the cloud, but accessible via a specific URL). These data files are often greater than 1 TB in size! Graduate students commonly access these files especially in fields (Astrophysics, Marine Biology, Genetics, all common large files with videos or data) where information is shared across multiple universities around the world. But they don't just do this at school with the "business" network they do this at HOME too. A data cap on home networks WILL hamper graduate student's ability to continue their studies outside of the lab when they decide to go home for the night. In essence, the data caps will harm the output of American scientists across the country who take a day to work from home even once or twice a month. Comcast mentions it has "other options", but graduate students, undergraduate students, and professors will not want to pay for "Extra data cap usage" to access the data NSF is already funding.

Data caps are not just harmful to the common American public who want to stream the newest and best videos/play games. Data caps are harmful to the scientists and researchers around the country who would like to continue to work from home while sick or with the children without paying more for extra internet (perhaps the National Science Foundation would like to pay for extra internet).

Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

The infrastructure is there and at this point the internet prices should be dropping.

The internet is a utility and it should be priced as one.

Ticket: # 1256671 - Comcast data cap introduction for wired internet service

Date: 10/12/2016 1:03:46 PM

City/State/Zip: Ann Arbor, Michigan 48105

Company Complaining About: Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it

Ticket: # 1255486 - Comcast/Xfinity Data Cap

Date: 10/12/2016 10:21:24 AM

City/State/Zip: Orange Park, Florida 32065

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1257303 - Comcast's data cap policy is a flawed consumer control measure

Date: 10/12/2016 1:48:34 PM

City/State/Zip: Sunnyvale, California 94085

Company Complaining About: Comcast

Description

Why this is flawed:

1) There is no guarantee of accuracy or transparency:

Internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

2) Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

3) Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1255495 - Comcast Data Cap

Date: 10/12/2016 10:24:42 AM

City/State/Zip: Bloomington, Indiana 47401

Company Complaining About: Comcast

Description

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this essential service.

Ticket: # 1255501 - Comcast data cap

Date: 10/12/2016 10:26:21 AM

City/State/Zip: Ada, Michigan 49301

Company Complaining About: Comcast

Description

Dear FCC,

With the advent of the 1TB data cap on Comcast circuits, I request that you take action to prevent this from occurring. When I signed up for my service, this was not a restriction, and adding it after the fact is bad business.

I am not sure why we continue to refuse to invest in our infrastructures and fall further behind the world in Internet services offered. I believe the relative monopoly they hold needs to be monitored by the FCC.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1255514 - Comcast data caps

Date: 10/12/2016 10:30:14 AM

City/State/Zip: Hillsboro, Oregon 97124

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1255528 - Comcast data caps in Houston

Date: 10/12/2016 10:32:05 AM

City/State/Zip: Houston, Texas 77040

Company Complaining About: Comcast

Description

Dear Sir or Madam,

I have internet only service from Comcast in the Houston area. Comcast has instituted a 1TB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 1TB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 1255551 - Comcast data cap

Date: 10/12/2016 10:36:03 AM

City/State/Zip: Buffalo Grove, Illinois 60089

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255556 - Comcast 1 Terabyte data cap

Date: 10/12/2016 10:37:34 AM

City/State/Zip: Johns Creek, Georgia 30022

Company Complaining About: Comcast

Description

Dear FCC,

My understanding is that Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

Added to the fact they just agreed to pay the \$2.3 million fine adding items that they should not have done to accounts, that fine by the way is pathetically small and should have been Billion, not Million, they are guilty and should be held as guilty. That they continue to block and subvert any attempt at allowing competition in existing markets, denying consumers the ability to choose a cable based alternative to TV and Internet and Telephone services and the FCC sits there and allows this to happen is a travesty.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

This is after all now a utility and should be treated as such and regulated as such, no one would stand for rationed Gas, Water or Electricity in the same manner

Sincerely,

(b) (6)

Ticket: # 1255560 - Comcast Imposing Data Caps

Date: 10/12/2016 10:38:19 AM

City/State/Zip: San Jose, California 95123

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255582 - Data caps currently and being instituted by ISP's and mobile carriers

Date: 10/12/2016 10:42:20 AM

City/State/Zip: Perry, Florida 32348

Company Complaining About: Comcast

Description

While I'm aware data caps are currently legal...I'm concerned they are undue limitations. This concern is from a tech savvy consumer, avid PC and Console Gamer, and IT Technical Support expert perspective.

Limiting amounts of data is promoting the idea of data scarcity which is an out-dated point of view. I feel it's only being used as a point to further get money out of customer pockets. Not the speed protection nonsense they keep saying publicly.

The only thing that affects ISP quality is the amount of traffic at a given moment over a connection, not the total size of a download or stream.

I understand charging up for speed as this is allocating more bandwidth, but datacaps are causing un-due stress to end users.

With increasing file sizes, with movies and programs now averaging in the Gigabytes ranges on average this is causing issues for customers. For most customers it's not unreasonable to use 10 GB a month mobile or less. But at home when you're streaming movies, HD or better, a hundred GB isn't uncommon. Forget if you're doing online gaming which is a constant upload and download. Comcast has started rolling out 1 TB limits, but with the average consumption growing due to increasing data needs how long is it going to be before a TerraByte is a small portion? Back in the early 90's, a Megabyte was gigantic and a 1024 MB HDD was server grade. in 2000, the Gigabyte was already being seen as small and 100 GB hard drives were becoming common in home laptops. Now 2.5 Terra byte drives are becoming normal. By 2020, Terra Byte downloads aren't going to be a distant dream. If we start limiting to TB amounts today, what's to say companies like Comcast will increase the cap limit?

We need to get these companies to promote abundance, not scarcity with Data.

Ticket: # 1255572 - Comcast fleecing American citizens

Date: 10/12/2016 10:40:25 AM

City/State/Zip: Washougal, Washington 98671

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255575 - Comcast 1TB data caps

Date: 10/12/2016 10:40:50 AM

City/State/Zip: Loveland, Colorado 80537

Company Complaining About: Comcast

Description

Comcast's letter to me about the 1TB data caps, or the extra \$50 to have "unlimited" internet is the reason I'm taking time to write this. My city is trying to get its own internet but it in a battle with controlling ISPs like Comcast.

I want high speed internet to be ran like water and power are today. We all do.

1TB might seem like a lot now, but 4k video is right around the corner. This is the "foot in the door" technique. We will not stand by and see this creep into our lives.

We need to focus on this and stop it while we can.

Ticket: # 1255584 - Comcast introducing internet usage caps

Date: 10/12/2016 10:43:31 AM

City/State/Zip: Westminster, Colorado 80031

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1255590 - Comcast Data Caps

Date: 10/12/2016 10:45:51 AM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1255602 - Terabyte Limit

Date: 10/12/2016 10:50:53 AM

City/State/Zip: City, Alabama 20850

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1255603 - Comcast "xfinity" bandwidth caps

Date: 10/12/2016 10:50:57 AM

City/State/Zip: Southfield, Michigan 48034

Company Complaining About: Comcast

Description

I received an email from Comcast which informed me of a new data cap on my Internet account. I did not ask for a data cap, they just added it to my plan. They say if I go over it, they'll charge me more. I do not have an alternative provider at my house, so this is very troublesome to me. I either suck it up and take it, or my family and I will be without Internet, in America, in 2016.

Thanks

Ticket: # 1255617 - Comcast about to institute data caps and ISP competition

Date: 10/12/2016 10:53:34 AM

City/State/Zip: Houston, Texas 77004

Company Complaining About: Comcast

Description

I received word that Comcast (AT&T already has) will be implemented data caps on our Internet service(s) in Texas. While they do state that only a small subset of individuals are currently hitting the cap, with the increase usage of video technologies (HD, 4k, etc.) and other services requiring high speed connections, everyone will eventually start hitting those caps at a faster rate. Another onerous issue is Internet providers tying in relief from data caps in exchange for an addition television/phone subscription(s) which balloon bills to extremely high amounts that aren't experienced by any other place in the world except here in our country. We have gone from having the option of dozens of providers down to literally two Internet providers (only one viable option in some areas) so we can't really "vote with our wallets" as there is little to no competition left. Each company (AT&T and Comcast) attempt to tie you into a contract meanwhile the service(s) decline over time. There is no way we can remain competitive with the rest of the world if we continue in this manner. I left AT&T because it made no real sense to spend \$45 for 6MB service when Comcast was offering much faster at the same price which has since grown exponentially each year. We as consumers are spending 2 - 3 times as much for the same speeds that is available in other countries. We have major metropolitan areas that don't even offer the speed that's available to a farm in Europe or if it is it is the \$100+ range when they are paying close to half that or less.

Thank you,

Ticket: # 1255625 - Complaint against Comcast data caps.

Date: 10/12/2016 10:56:53 AM

City/State/Zip: Saint Louis Park, Minnesota 55416

Company Complaining About: Comcast

Description

I received a message earlier this week that coast will be instigating a data cap on my account. I find this to be absolutely appalling.

Ticket: # 1255653 - Data Caps

Date: 10/12/2016 11:04:38 AM

City/State/Zip: Novi, Michigan 48377

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255655 - Cap on data

Date: 10/12/2016 11:05:00 AM

City/State/Zip: Bloomington, Indiana 47401

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255677 - Comcast Data cap is horrible

Date: 10/12/2016 11:08:44 AM

City/State/Zip: Madison, Wisconsin 53876

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b)

Ticket: # 1255734 - Comcast's new data limits

Date: 10/12/2016 11:19:18 AM

City/State/Zip: Beverly Hills, Michigan 48025

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States, including metro Detroit where I live. This change constitutes a major alteration to the service they sold me and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255745 - Comcast data caps

Date: 10/12/2016 11:22:34 AM

City/State/Zip: Rockford, Illinois 61108

Company Complaining About: Comcast

Description

Comcast is unethically (i wish it were unlawful, but that's why I'm here) imposing data caps on me and the rest of its users. I don't have a choice in my isp currently, and I would choose another one of I possibly could, but please God please save me from comcast's assinine monolithic decisions. Also do NOT call me in reference to this complaint. I will block any numbers that call me about this. Email is fine, if you wish to open a dialogue. Thank you for listening to my request.

Ticket: # 1255766 - Data Caps

Date: 10/12/2016 11:26:34 AM

City/State/Zip: Broomfield, Colorado 80021

Company Complaining About: Comcast

Description

Comcast has plans to enact data caps for my area that will compromise my ability to work from home. Since com cast is the only provider of internet connection in my area, this means that my professional life may be negatively affected by this change.

Ticket: # 1255808 - Comcast usage caps

Date: 10/12/2016 11:33:04 AM

City/State/Zip: Cameron Park, California 95682

Company Complaining About: Comcast

Description

Comcast is rolling out internet usage caps all across the US. This is a terrible and unethical business model that will stifle technology and greatly effect the average American family. Allowing ISPs to add data caps and double the price for their "unlimited" plans sets a terrible precedent that will only get worse in the years to come as streaming and online services use increasing amounts of data.

Ticket: # 1256079 - Comcast Data Cap

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

City/State/Zip: Charlotte, North Carolina 28216

Company Complaining About: Comcast

Description

The Comcast Data cap that is rolling out is a horrible stiffle on the open Internet. If there was more competition a data cap would never be implemented.

Ticket: # 1255786 - Comcast placing 1TB cap on data usage for all existing customers while being a monopoly in many areas.

Date: 10/12/2016 11:29:00 AM

City/State/Zip: Redford, Michigan 48240

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1256176 - Comcast Data Cap

Date: 10/12/2016 12:24:25 PM

City/State/Zip: Burnsville, Minnesota 55306

Company Complaining About: Comcast

Description

Comcast has announced 1TB data cap in my area.

Ticket: # 1255793 - Internet data caps in the Houston area

Date: 10/12/2016 11:31:26 AM

City/State/Zip: Houston, Texas 77080

Company Complaining About: Comcast

Description

Comcast has recently introduced internet data caps in the Houston area. Comcast, along with AT&T, represent essentially the only two consumer options for internet access in the Houston area. Both have instituted data caps.

These caps do nothing to alleviate internet congestion, which is one of the reasons given for their implementation. 'Fairness' is an irrelevant reason also stated by Comcast. There is nothing 'fair' about limiting my neighbors usage as it has no effect on my own access.

I am 'guaranteed' a certain data rate, as are most customers of these companies. Limiting the total amount of data accessed in a month does nothing to increase bandwidth and the ability to provide these promised rates. Only network expansion/modification can do that.

Instituting data caps effectively lowers bandwidth for effected customers. What is the point of gigabit data rates if a cap is hit in two days at that rate?

As a monopoly/near-monopoly, these companies are implementing artificial caps on a public utility with zero benefit to the consumers. The only benefit is to Comcast/AT&T since they will extend the monthly caps for extra fees. How does offering pay-for-play extension of artificial data caps alleviate the reasons given by these companies for implementing the caps in the first place? It doesn't.

There are no benefits of internet usage data caps to consumers. It would benefit consumers if monopolistic internet providers were regulated and prevented from implementing data caps.

Regards,

(b) (6)

Houston, TX

Ticket: # 1255794 - Comcast Data Cap

Date: 10/12/2016 11:31:30 AM

City/State/Zip: Sterling, Illinois 61081

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

Comcast Customer

Ticket: # 1255804 - Broadband data caps

Date: 10/12/2016 11:32:47 AM

City/State/Zip: Seattle, Washington 98112

Company Complaining About: Comcast

Description

It is my, and many others, belief that data caps will harm the American public as a whole. It is both anti-competition and anti-progress. Please conduct the appropriate research and see that these policies restrict Internet access for millions of users.

Ticket: # 1255805 - Comcast Data Caps

Date: 10/12/2016 11:32:47 AM

City/State/Zip: Bluffdale, Utah 84065

Company Complaining About: Comcast

Description

(Even though I copied this from Reddit, I do fully agree and would articulate these exact same words)

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1255816 - Comcast Data Caps**Date:** 10/12/2016 11:34:34 AM**City/State/Zip:** Indianapolis, Indiana 46260**Company Complaining About:** Comcast

Description

Living with 3 adults who all use Netflix, play online games, and purchase all forms of media (games, films, music) digitally, this 1tb data cap which effects all Comcast users is absurd. As if it isn't bad enough it costs more for just internet, they have to bundle you with cable that I never watch, because somehow that's cheaper than just internet.

Now I have to deal with a data cap so Comcast can optimize their profits more? That's ridiculous, data isn't something that they consider on a per tb bases in their costs. So creating a cap around that is a simple money grab. Given my only other option is DSL, that doesn't support enough speeds for my case need. Plenty of other people only have the option of Comcast. This is a monopoly taking advantage of their power, and it needs to be regulated.

Ticket: # 1255835 - Data caps imposed on users by Comcast

Date: 10/12/2016 11:37:04 AM

City/State/Zip: Beverly Hills, California 90210

Company Complaining About: Comcast

Description

Recently, ISP Comcast has announced that users of their Xfinity program would receive a data usage cap of one terabyte. Previously, data usage was uncapped. One terabyte is enough for one person living alone, but it is simply not possible to continue normal internet usage with a 1 TB data cap if you live with a family in one house. I find the new data cap unacceptable to impose on broadband Internet, and I ask you, the FCC, to block Comcast's plan to impose data caps on broadband users, and stop any other ISP from doing so in the future.

Ticket: # 1255841 - Comcast Data Caps

Date: 10/12/2016 11:37:27 AM

City/State/Zip: Ypsilanti, Michigan 48197

Company Complaining About: Comcast

Description

Comcast implementing data caps to all of their customers is a violation of our rights. Limiting internet usage harms innovation and progress, and this is unacceptable.

Ticket: # 1255850 - Comcast

Date: 10/12/2016 11:38:10 AM

City/State/Zip: Rochester Hills, Michigan 48309

Company Complaining About: Comcast

Description

I strongly opposed data caps. It's restrictive to being able to move away from cable if someone chooses to do so and institutes a penalty for people who require the internet. I need the internet for my job, and the flexibility I need with having children often requires me to work from home. A data cap sets a firm limit on what I can do in my personal and professional life.

Ticket: # 1255948 - Data caps

Date: 10/12/2016 11:55:03 AM

City/State/Zip: San Francisco, California 94130

Company Complaining About: Comcast

Description

Comcast is implementing data caps that are stifling the free flow of information and the innovative spirit that is the backbone of American economic advantage. Utility monopolization is hurting American businesses and consumers. I implore the FCC to take the steps necessary to break the stranglehold Comcast and other ISPs have on America.

Ticket: # 1255855 - Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that hav

Date: 10/12/2016 11:40:28 AM

City/State/Zip: Seattle, Washington 98144

Company Complaining About: Comcast

Description

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in

their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1257620 - Data Caps

Date: 10/12/2016 2:12:58 PM

City/State/Zip: Yardley, Pennsylvania 19067

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1255863 - Comcast

Date: 10/12/2016 11:41:37 AM

City/State/Zip: Valparaiso, Indiana 46383

Company Complaining About: Comcast

Description

Comcast data caps are unjust and need to be stopped. Every civilized country in the world has limitless use.

Ticket: # 1255870 - Comcast Data Caps

Date: 10/12/2016 11:42:29 AM

City/State/Zip: Sterling Heights, Michigan 48313

Company Complaining About: Comcast

Description

Comcast is recently enforcing/implementing their 1TB data caps on internet usage which is 100% anti consumer and internet should be a utility not something that monopolies like comcast can abuse to line their pockets with gold. We are already paying to have the service why are they able to put a limit on it. Companies like comcast continue to hold back our infrastructure, "The United States is widely perceived as falling behind in both its rate of broadband Internet penetration and the speed of its broadband infrastructure". I ask why the the great country that is the United States of America allows companies like Comcast prevent us from being the best that we can be.

Ticket: # 1255879 - Comcast Monthly Data Caps

Date: 10/12/2016 11:43:09 AM

City/State/Zip: Seatac, Washington 98148

Company Complaining About: Comcast

Description

Comcast is rolling out data caps in multiple states of 1 TB a month, with overage fees if you go over this cap. In an ever-evolving world, this cap is limiting and will not serve as the free flow of information continues to increase globally.

[Ticket: # 1255898 - Comcast's data cap policy](#)

Date: 10/12/2016 11:46:30 AM

City/State/Zip: Kentwood, Michigan 49548

Company Complaining About: Comcast

Description

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. The newly enacted data cap discourages cord cutting and stifles competition

Ticket: # 1255899 - Internet Data Caps

Date: 10/12/2016 11:46:42 AM

City/State/Zip: Campbell, California 95008

Company Complaining About: Comcast

Description

Please make it illegal for ISPs to force data caps onto their customers. The recent 1TB data cap from Comcast (in addition to many others in different states) only solidifies their monopoly and hinders innovation in entertainment, scientific progress, and many other data-rich technologies.

Ticket: # 1256008 - Comcast Data Caps**Date:** 10/12/2016 12:02:51 PM**City/State/Zip:** Minnetonk, Minnesota 55305**Company Complaining About:** Comcast

Description

Comcast is currently implementing data caps on many locations in my state. The problem with this is that it allows them to restrict usage of the service as they see fit. Considering the effective monopoly that they enjoy in many areas and the government money that they take in, they function as a public utility, while exploiting their customers as a private business. At the moment their data caps are set at 1TB, but there is obviously nothing that would force that number to stay the same. It is a classic foot-in-the-door technique. Once customers accept 1TB, it won't be long before they drop that value down lower and lower so they can charge more money for service customers used to receive. This impacts customer's ability to use alternatives (ex: Netflix) to Comcast's other business aspects like television.

This is a step in the wrong direction for a company that historically already rates as one of the least favorable in the United States. It limits freedoms in an increasingly prevalent domain (the Internet).

If not cut off as soon as it starts, this will turn into more ISPs doing this, and effectively locking the average US citizen into the 90's for Internet usage, all for the profit of a monopolistic set of companies.

It is plausible that in the future a citizen wouldn't even be able to enter data on this form and submit it to you if their limit for the month has already been reached.

[Ticket: # 1255906 - Comcast adding bandwidth caps](#)

Date: 10/12/2016 11:47:44 AM

City/State/Zip: Bountiful, Utah 84010

Company Complaining About: Comcast

Description

The new bandwidth cap by Comcast is a stepping stone to a form of ant-net neutrality. IF allowed to continue, this will lead to agreements with other providers which Comcast can advertise as 'does not count against your data cap' much as T-Mobile does now. Please help to put a stop to this before it gets out of hand. They are already a monopoly in too many places.

Thank you,

(b) (6)

Ticket: # 1255913 - Data Caps

Date: 10/12/2016 11:48:23 AM

City/State/Zip: Howell, Michigan 48855

Company Complaining About: Comcast

Description

Data caps will stifle innovation, learning, enjoyment, and everything we have grown to love about the internet all for the sake of more profits to companies which already monopolize sections of this industry. The internet is a right to all people to learn. Internet tiers will result in unfair access to a vital tool.

Ticket: # 1255919 - Comcast Data Caps

Date: 10/12/2016 11:50:04 AM

City/State/Zip: Coon Rapids, Minnesota 55448

Company Complaining About: Comcast

Description

The incoming data caps are the absolute worst thing Comcast has done to date. It is completely anti consumer, stifles growth of the internet, and directly hurts competition, which hurts the consumer in the end. There is no reason for them to do it either. They are certainly not struggling with data transfer, as at this point their infrastructure can handle virtually an infinite amount of data.

They are only doing it to hurt their competition (streaming services namely) and get more money out of their captive customers. How is this still allowed????

The worst thing about it, is I have no choice. There is only one other ISP in my area and the speeds are not at all what I require (it's only DSL). I'm either stuck with really slow internet or deal with Comcast's downright horrible business practices. With internet basically being a necessity in this day and age, I can't just go without internet either. So again, I'm stuck with no choice under Comcast's thumb.

The FCC really needs to look into this and start thinking about classifying the internet as a necessary utility. What Comcast gets away with is just confounding. There are near 3rd world countries with MUCH faster and MUCH cheaper internet than us. Isn't that just preposterous?

Ticket: # 1255924 - Comcast Data Cap

Date: 10/12/2016 11:51:03 AM

City/State/Zip: New Haven, Connecticut 06513

Company Complaining About: Comcast

Description

Comcast instituting a data cap is yet another attempt to gouge customers & force them to purchase more expensive services. It puts limits on the use & expansion of use of the internet in the future. This is simply a money grab by Comcast that if left unchecked will be followed by competitors as a new standard. They want to implement a usage based model, which would cripple the internet as we know it & lead to many users being unable to afford access to the "real internet" effectively creating at least a two-tiered experience with poorer users left behind again.

Ticket: # 1255941 - Internet Data Cap

Date: 10/12/2016 11:54:15 AM

City/State/Zip: Wynne, Arkansas 72396

Company Complaining About: East Arkansas Video

Description

My ISP has put a data cap on the amount of internet I use.

Ticket: # 1255956 - Comcast Data Caps

Date: 10/12/2016 11:56:04 AM

City/State/Zip: Hayward, California 94541

Company Complaining About: Comcast

Description

Comcast just enabled data caps on my account. There is no transparency with data caps, it stifles competition, and gives me the consumer little choice to this monopoly.

Ticket: # 1255985 - Comcast is violating net neutrality laws

Date: 10/12/2016 11:59:34 AM

City/State/Zip: League City, Texas 77573

Company Complaining About: Comcast

Description

Comcast is running a monopoly in my area and forcing its users to accept new data caps which will effectively block usage of streaming services and online activities. This will force users to be regulated on their usage activity when supposedly they are offered an unlimited data plan. They have asked me to accept a new rate based off of my household usage provided to them by a third party company that is very misleading and false.

Ticket: # 1255974 - Data Caps On Home Internet Usage

Date: 10/12/2016 11:58:05 AM

City/State/Zip: Costa Mesa, California 92627

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1255976 - Comcast Data Caps

Date: 10/12/2016 11:58:22 AM

City/State/Zip: Rochelle, Illinois 61068

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1255986 - Data caps

Date: 10/12/2016 11:59:48 AM

City/State/Zip: Libertyville, Illinois 60048

Company Complaining About: Comcast

Description

Data caps, such as the one being imposed on me by Comcast, should not be allowed. Although Comcast raised its cap from 250 MB to 1 TB, I am very concerned that the FCC enforces net neutrality. There should be no data cap allowed. With technology advances in the near and distant future, ANY cap amount will one day be insufficient. The FCC should protect net neutrality. These data caps are a response by Comcast to the FCC not allowing them to have some sites "count" against caps & some not count. Data caps are a response to cable TV cord cutters; Comcast is losing revenue in the cable TV business so it is trying to position itself to increase revenues in its ISP business. They should not be allowed to hurt consumers in the process. Internet access and data is vital to our democracy. It is not a luxury but a necessity for all citizens to have open access to unfiltered, uncapped, fair priced data. Internet access & data is now a commodity much like electricity and needs to be regulated as such to protect consumers. The measurement of internet data useage should not be delegated to private companies; the FCC should ensure independent, accurate measurement, robust & accurate reporting, and regulated fair pricing.

Ticket: # 1255994 - Data caps are bad

Date: 10/12/2016 12:01:37 PM

City/State/Zip: Atlanta, Georgia 30316

Company Complaining About: Comcast

Description

Data caps hurt consumers and stifle innovation.

Ticket: # 1255996 - New Comcast data caps

Date: 10/12/2016 12:01:54 PM

City/State/Zip: Katy, Texas 77450

Company Complaining About: Comcast

Description

I recently received an email that Comcast is going to implement a data cap on my internet service with them. I believe this is problematic because, (1) there is no process to determine if Comcast is accurately measuring internet usage, and users frequently report that they measure impossible data usages based on speeds.

Furthermore (2) this is solely an attempt to prevent me from using services such as Netflix and Steam, which are high-bandwidth, so that they can force me to use their own services in stead (which magically don't count against my monthly data usage).

Finally (3) I do not have a choice what what internet service provider I use, further showing how problematic these data caps will become.

Ticket: # 1256010 - Data caps on internet

Date: 10/12/2016 12:03:01 PM

City/State/Zip: Jacksonville, Florida 32256

Company Complaining About: Comcast

Description

Data caps ocoming from Internet service providers are just a way to discourage and consumers from buying cable. It's also a measure to provide a way to charge us when technology advances and we start streaming more and in higher resolutions. Please I implore you don't allow them to stifle the advance of technology just to line their pockets even further.

Ticket: # 1256015 - Comcast Data Caps

Date: 10/12/2016 12:03:33 PM

City/State/Zip: Pearland, Texas 77581

Company Complaining About: Comcast

Description

I'd like to speak out against Comcast's newly implemented data caps for consumer residential internet service.

Not only does this cripple competition it also stifles innovation. I can no longer select the best and most cost effective method of media consumption, work from home, or enhance my children's education without fear of going over an arbitrary data limit.

I believe this is anti-consumer, anti net-neutrality, and a direct result of Comcast's monopoly.

I, as a concerned American citizen, implore the FCC to intervene and abolish data caps.

Thank you.

Ticket: # 1256032 - Comcast Data Usage Cap Complaint

Date: 10/12/2016 12:05:49 PM

City/State/Zip: Katy, Texas 77494

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1256038 - Comcast Data Cap

Date: 10/12/2016 12:07:41 PM

City/State/Zip: Denver, Colorado 80224

Company Complaining About: Comcast

Description

With the upcoming 1 terabyte data cap from Comcast we will see a stifling of innovation with online technologies. Users shouldn't have to worry about using there home internet

Ticket: # 1256061 - Comcast added a data cap to my plan

Date: 10/12/2016 12:10:10 PM

City/State/Zip: Sycamore, Illinois 60178

Company Complaining About: Comcast

Description

Comcast has added a data cap to my plan which I am against. This could limit my internet usage in the future as websites begin to have more and more advertisements, and as 4K video streaming begins to get more popular. There is no way to verify that their data measurements are legitimate, so they could just lie and say I'm using way more data than I'm actually using. I already pay for a certain speed, and since Comcast isn't going to run out of data, they should not be charging me for the amount that I use. This is a pure money grab because they are a TV provider, and they are trying to limit people's ability to use steaming services as a paid TV alternative.

Ticket: # 1256068 - Comcast Data Issues

Date: 10/12/2016 12:11:03 PM

City/State/Zip: West Jordan, Utah 84081

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1256073 - Comcast Data Cap Limits my Usage and Overcharges me

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

City/State/Zip: Syracuse, Utah 84075

Company Complaining About: Comcast

Description

I have had comcast for years and have never had data caps. It is a utility need for me and when they rolled out data caps to my area. I was extremely discouraged. I have limit how much entertainment I consume and pay for. I have to limit how many games I download that I paid for. Why would this ever be allowed? I pay \$80/month for internet and Comcast wants to charge me up to \$200 more or \$50 more for the same product!? Why would anyone allow that?? That's similar to the rate hike of similar drug manufacturers have been doing. Charging more for the same exact product. What did we do to them, why is Comcast allowed this?

Ticket: # 1256084 - Comcast data caps

Date: 10/12/2016 12:13:34 PM

City/State/Zip: Bloomington, Minnesota 55438

Company Complaining About: Comcast

Description

This is a direct result of the monopolies controlled comcast. How this is fair to the customer (been paying \$150 for cable and internet for years, and now they are basically taking something away, even though I've paid for it. I feel like ive been forced into a contract that i dont agree with. Please outlaw the use of data caps, its anti consumer and will stifle internet innovation. The amount of data being consumed only goes up every year with the invention of things 4k video on online video game. Not to mention the ability to back up data. There is literally no reason for the caps. Its not like they're "running out of data" because thats not how it works.

Ticket: # 1256094 - Comcast data cap

Date: 10/12/2016 12:15:00 PM

City/State/Zip: Federal Way, Washington 98023

Company Complaining About: Comcast

Description

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility

Ticket: # 1256103 - Datacaps, bandwidth metering, and ISP competition

Date: 10/12/2016 12:15:45 PM

City/State/Zip: Cary, North Carolina 27518

Company Complaining About: Comcast

Description

Hi

I am disgusted by the large ISP's decisions in recent years, from net neutrality to now data caps. The only thing data caps do is prevent companies like Comcast from updating their infrastructure to handle increasing load. In addition, there is no research to back the claim that they are getting killed by users who break what their now datacap is.

Please fight for what is right and remove ISP's ability to impose datacaps (which are not regulated or transparent).

--(b) (6)

Ticket: # 1256110 - My internet service is now being capped at 1TB by Comcast

Date: 10/12/2016 12:16:32 PM

City/State/Zip: Walnut Creek, California 94596

Company Complaining About: Comcast

Description

This data cap causes online entertainment services like Netflix to be forced to compete against Comcast's own entertainment services (such as their Stream TV service) which are not subject to the same restrictions. This dangerous practice will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data. It's anti-consumer, anti-innovation, anti-competitive , and it should not be allowed.

Ticket: # 1256118 - Comcast Data Limits

Date: 10/12/2016 12:17:24 PM

City/State/Zip: Indianapolis, Indiana 46236

Company Complaining About: Comcast

Description

I am extremely unhappy about the Data cap limit that Comcast will be imposing on my service. I think that this is a deplorable act of greed and there is no need for it. I strongly suggest that the FCC block their attempts to impose such an extreme policy. There should never be a limit on home internet use.

Ticket: # 1256125 - Comcast Data Caps**Date:** 10/12/2016 12:18:25 PM**City/State/Zip:** Minneapolis, Minnesota 55403**Company Complaining About:** Comcast

Description

Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

This, as well as other deceptive and anti-consumer business practices have led me to find an alternative provider. I am fortunate enough to have a true competitor in my area, but not everyone is so fortunate. This complain is not only for my own benefit, should I move outside of my new provider's coverage area; but for all those who are not so lucky as to have a true competitor in the high-speed internet realm.

Ticket: # 1256136 - Comcast data caps

Date: 10/12/2016 12:19:18 PM

City/State/Zip: Sacramento, California 95726

Company Complaining About: Comcast

Description

Although I do not currently reach the limit according to their email that very well may not be the case in the bear future. There is no need for data caps other then to get more money from consumers. Along with exclusivity in my area I have no other option to vote with my wallet. I guess the 95% profit margin on internet they enjoy isn't enough. This mainly hurts start up that may require heavy data usage more than it hurts me.

Ticket: # 1256142 - Comcast's data caps are consumer hostile, and their zero-rating push is clearly illegal

Date: 10/12/2016 12:20:14 PM

City/State/Zip: Denver, Colorado 80221

Company Complaining About: Comcast

Description

Comcast has recently rolled out their 1TB cap for monthly internet usage, and I'd like to formally complain to the FCC regarding this matter. There are several issues with the cap:

- * Comcast spins the cap as a money-saving initiative for the consumer, but only by using an unreasonably low amount of data can I possibly receive a 5% discount per month. Comcast charges me far more than that if I go over that cap. I am not opposed to paying for internet based on metered use, but this is not metered use. It's a large band that punishes heavy users and large households for no technical or network-management reason.
- * Comcast provided a report of my usage to convince me that my utilization would be well below the cap; it was impossibly low given downloads I know occurred and my router's reporting. If they are going to meter internet, they MUST provide accurate readings with a recourse for disputes.
- * Comcast appears to be using zero-rating for data transmitted from their services. This is a clear violation of AT LEAST the spirit of the network neutrality rulings the FCC has made, and probably an actual legal violation as well.

There are few alternatives to Comcast in many places-- one for me-- and in a lot of cases, no viable alternative at all. If Comcast is going to be the only option in much of the country, PLEASE continue to regulate them. Zero-rating data is a threat to the internet as a whole, and data caps are designed to punish users for using bleeding-edge technology like 4K TV streaming. It's anticompetitive and consumer-hostile, along with violating net neutrality. Please step in and regulate this issue!

Thanks!

Ticket: # 1256144 - Data Caps from ISP

Date: 10/12/2016 12:20:44 PM

City/State/Zip: Indianapolis, Indiana 46217

Company Complaining About: Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1256145 - Comcast Data Caps**Date:** 10/12/2016 12:20:45 PM**City/State/Zip:** Clark, New Jersey 07066**Company Complaining About:** Comcast

Description

With Comcast's recently announced 1 TB data caps, I feel the need to voice my opinion. Data caps are not an acceptable practice in our day and age. Much of my job relies on me using the Internet to remotely connect to computer servers at my job from home, and that won't even take how often I use the Internet for leisure. With the prevalence of ads on web pages, this takes up even more data. What it boils down to is that too much of our life in the 21st century revolves around the Internet and we should have the option for unlimited access, or at the very least competition in the area (as Comcast has monopolized a lot of towns).

Please kill the idea of data caps. It's embarrassing that third world countries have better Internet policies than us.

Ticket: # 1256151 - Comcast Data Cap

Date: 10/12/2016 12:21:15 PM

City/State/Zip: Littleton, Colorado 80128

Company Complaining About: Comcast

Description

Comcast will soon be burdening their internet subscribers with a 1TB/month data cap.

Subscribers will be forced to pay extra for the same exact service they currently receive with no additional expense to Comcast.

Subscribers pay for upload/download speeds, not "data amounts". Subscribers do not receive a discount if they are under the cap, they are only penalized for exceeding the cap. Comcast has no stated intention of changing the speed-tier based pricing plans.

ISPs in the United States are still near monopolies in many markets. Consumers do not have the ability to vote with their wallets. The FCC needs to put an end to the price-gouging practices of these companies.

Ticket: # 1256155 - Comcast Data Cap

Date: 10/12/2016 12:21:46 PM

City/State/Zip: Asdf, Alaska 12341

Company Complaining About: Comcast

Description

Why are you allowing Comcast to cap the amount of data that can be transferred over a wire? This makes no sense in cell phone service, and it definitely does not make sense in the present day. I thought we were trying to move forward? Data caps just move us backward, as do transfer speed caps.

Ticket: # 1256156 - internet data caps

Date: 10/12/2016 12:21:49 PM

City/State/Zip: League City, Texas 77573

Company Complaining About: Comcast

Description

Received email from Comcast/Xfinity announcing they are using data caps beginning Nov. 1, 2016. This is totally unacceptable. I subscribe to Netflix and if I watch no more than five hours per week and use no other internet service at all I will be within their cap limits. Any other usage and I will go over the limits. This is obviously their attempt to put companies like Netflix, etc. out of business. This is further unacceptable as so much of life is now conducted on the internet - work, school, personal, entertainment - and this is obviously nothing more than an attempt to get more money out of the consumer.

Ticket: # 1256166 - Comcast Data Caps

Date: 10/12/2016 12:23:22 PM

City/State/Zip: Minneapolis, Minnesota 55419

Company Complaining About: Comcast

Description

I have a serious problem with this company not even delivering the bandwidth I'm paying for through throttling and poor throughput. Now they are rolling out total data caps! This is ludicrous!

It is clear Comcast cares very little about providing the customer base a premium experience with updated infrastructure and more much more about shackling the customer through low investment/monopoly based area restrictions.

This is cronie capitalism at it's worst. As if their approval rating wasn't bad enough it is time for the FCC to encourage competition by opening up the market. US internet is superb but lacking geographical coverage.

Ticket: # 1256188 - Comcast/Xfinity data caps

Date: 10/12/2016 12:26:45 PM

City/State/Zip: San Mateo, California 94403

Company Complaining About: Comcast

Description

My internet service is capped at 1 tb per month. With the onslaught of new technology becoming available to us consumers, especially with 4k streaming becoming commonplace on services such as Amazon Prime Video and Netflix, such caps are a poorly-veiled attempt to suck more money out of us for a service that is becoming essential to everyday life.

Eliminate data caps and classify Internet service as a public utility.

Ticket: # 1256197 - Comcast Data Caps

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

City/State/Zip: Shelby Township, Michigan 48317

Company Complaining About: Comcast

Description

Comcast's introduction of data caps is bad for consumers and technology advancement and it is anti-competitive.

Ticket: # 1256198 - Comcast Data Cap

Date: 10/12/2016 12:27:31 PM

City/State/Zip: Minneapolis, Minnesota 55416

Company Complaining About: Comcast

Description

Summary:

-Comcast's measurement system for how much data is used is clearly inaccurate and seems to offer no recourse for poor calculation of actual use.

-Data caps are a blatant money grab that do not actually address the issue of super users taking up available infrastructure.

-I have NO CHOICE in ISP. This addition of data caps would normally cause me to cancel service, but Comcast has a monopoly over my block. My only possible recourse here is to file with the FCC in hopes that you can do something.

—
On 06-Oct-2016 I received notice from my ISP Comcast that my account would be held to a 1Tb data cap per month. Within this email I also received reassurance that my internet usage has only averaged 77Gb and I should not worry since this cap shouldn't affect me.

However, this is deeply concerning to me as a consumer as the apartment which they are quoting that average of 77Gb/month is actually unoccupied for more than half the month. The rare occasions that I am actually home, I pretty much only use my cell phone and there is no way my cell phone use is totaling more than 77Gb on it's own every month.

If Comcast can get away with implementing data caps, then what is to stop them from taking that 1Tb limit and bringing it down over time? I as a consumer will have no choice but to start paying more and more unless I choose to move. Comcast is abusing their power of virtual monopoly since they know their users have no other real options. What if I actually start staying at home more and 4K streaming becomes common as technology moves forward? What happens when 1Tb is no longer extraordinary use? Will Comcast raise their caps or just continue to cash in on customers who have no other choice. They are choosing to use these data caps to keep us from getting our media over the internet instead of through their cable services. This is a net neutrality issue as well since even though their cable comes through the same connection as my internet, somehow their TV is ok to watch and won't count toward my cap, but Netflix will.

Please stop these data caps before they get out of control.

Ticket: # 1256199 - Comcast Data Caps

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

City/State/Zip: Fairmont, West Virginia 26554

Company Complaining About: Comcast

Description

Comcast is putting in unethical data caps in areas to punish cord cutters. I can go through a TB a day, and that's their cap for a month.

[Ticket: # 1256201 - Data caps](#)

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

City/State/Zip: Bloomington, Illinois 61701

Company Complaining About: Comcast

Description

Please help the citizens of the US fight ISP monopolies. Data caps stifle innovation in a world increasingly dependent upon Internet access. We must not accept data coast a single a standard practice.

Ticket: # 1256211 - Opposing Comcast's new "limits"

Date: 10/12/2016 12:29:23 PM

City/State/Zip: Boulder, Colorado 80301

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Additionally, Comcast's service is already spotty at best, and their constant increase in prices is ridiculous for those of us with out other internet options.

Sincerely,

(b) (6)

Ticket: # 1256215 - Data Caps

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

City/State/Zip: Panama City, Florida 43404

Company Complaining About: Comcast

Description

Having my data capped is unfair and unjust practice that henders innovation, and does not allow for an open internet.

Ticket: # 1256225 - Data caps and lack of competition

Date: 10/12/2016 12:30:55 PM

City/State/Zip: Cooper City, Florida 33026

Company Complaining About: Comcast

Description

Currently I have two viable choices for high speed Internet: AT&T and Comcast. Both have implemented data caps and both have a terrible track record of service and support.

These companies are able to implement data caps because we as consumers don't have any other choice. Data caps have been proven to be all about squeezing more money from consumers and nothing to do with actual technical limitations or higher costs of operations.

Please protect consumers from this sad, current state of affairs for choices for Internet companies. These monopolies limit innovation and technology improvements while high costs make it prohibitive for all consumers to have Internet connections at home.

Thanks!

Ticket: # 1256230 - comcast data cap

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

City/State/Zip: New Oxford, Pennsylvania 17350

Company Complaining About: Comcast

Description

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1256232 - Comcast Data Caps

Date: 10/12/2016 12:31:40 PM

City/State/Zip: Westfield, Massachusetts 01085

Company Complaining About: Comcast

Description

Please act to prevent data capping by Comcast and other ISPs. By allowing them to apply policies such as data caps, you are preventing innovation both in terms of independent innovation directly tied to the caps and the ability to utilize innovative services. We as consumers do not have the ability to switch ISPs at will. We rely solely on regulation to protect our rights.

Ticket: # 1256271 - Data caps

Date: 10/12/2016 12:36:09 PM

City/State/Zip: Seattle, Washington 98133

Company Complaining About: Comcast

Description

I would like you to take a stand against data caps on home internet. America needs to be where we have the most innovation through the internet. Capping our internet will result in less internet startups and will only become a hurdle for innovation.

Ticket: # 1256237 - Comcast Creating Unnecessary Charges, Abusing Consumers

Date: 10/12/2016 12:32:04 PM

City/State/Zip: Collingswood, New Jersey 08108

Company Complaining About: Comcast

Description

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Ticket: # 1257417 - Data caps

Date: 10/12/2016 1:55:53 PM

City/State/Zip: Ben Lomond, California 95005

Company Complaining About: Comcast

Description

Data caps should never be put into place thus limiting the internet

[Ticket: # 1256244 - Data caps](#)

Date: 10/12/2016 12:32:51 PM

City/State/Zip: Sonoma, California 95476

Company Complaining About: Comcast

Description

Data caps are unfair and arbitrary. Please do not allow data caps

Ticket: # 1256250 - Data Caps on consumer internet

Date: 10/12/2016 12:33:26 PM

City/State/Zip: Keizer, Oregon 97303

Company Complaining About: Comcast

Description

Comcast's recent rollout of data caps is an unregulated disaster. They use a data cap in order to charge more money to the consumer without providing the necessary details to said consumer about their data usage. Comcast has had thousands of complaints about misrepresenting data usage. This cap is going to be used by Comcast for free money. People that need the internet for school and work are being pushed around and Comcast is the only choice for service in a lot of areas. Please don't let them get away with data caps, they're trying to steal money from customers. They admitted themselves that 'less than 1%' of their users use over the cap regularly. But none of the way they measure data usage is publicly available. Soon I'll have to find a new job and way to go to school if they have their way.

Ticket: # 1256256 - Data caps

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

City/State/Zip: Albuquerque, New Mexico 87110

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to. The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment when it comes to ISP.

Ticket: # 1256257 - Comcast Data caps

Date: 10/12/2016 12:34:18 PM

City/State/Zip: Portland, Oregon 97225

Company Complaining About: Comcast

Description

Comcast has recently announced they will begin assigning data caps in my area. My husband works from home as an internet gaming analyst, which means that our livelihood is dependent our internet usage, and data caps are just another way for Comcast to control their customers and limit competition. Internet is a utility, we do not have electricity or water caps, we should not have internet caps.

Ticket: # 1256258 - Data Caps

Date: 10/12/2016 12:34:20 PM

City/State/Zip: West Hartford, Connecticut 06119

Company Complaining About: Comcast

Description

As a young adult, I have chosen to minimize my monthly bills by investing in a high quality modem and router, and purchasing only an internet plan from my cable company. I use the internet for a multitude of things, ranging from personal entertainment such as Netflix and video gaming to video calls for volunteer efforts to voice calls for work. The practice of data caps has the potential to limit my freedom to use these services and could not only hinder my private lifestyle, but affect my and my girlfriend's work and volunteering. I feel that the continuation of this practice, while it has not directly affected me yet, could be detrimental to our nation's economic and cultural growth. I hope you consider stopping the practice of data capping and provide the free, uninhibited use of the internet that we have come to rely on as a civilization.

[Ticket: # 1256299 - Comcast data caps](#)

Date: 10/12/2016 12:38:59 PM

City/State/Zip: San Francisco, California 94109

Company Complaining About: Comcast

Description

Comcast is starting its data caps of 1TB/month in my area this month, and needless to say, I was pretty outraged when I got the message in October. This stifles progress and is against the principle of open internet.

Ticket: # 1256278 - Data Caps 1TB Comcast

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

City/State/Zip: Philomath, Oregon 97370

Company Complaining About: Comcast

Description

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Ticket: # 1256282 - comcast data cap

Date: 10/12/2016 12:37:01 PM

City/State/Zip: Kentwood, Michigan 49548

Company Complaining About: Comcast

Description

comcast is forcing me to buy their tv plan considering that the data cap is extreemly unfair. i either pay 50 dollars for unlimited data or i get charged fees if i go over. comcast internet gos down almost every single night and is never at the true speed that i pay for. please fcc do something about this!

https://www.reddit.com/r/technology/comments/5749a8/we_need_to_make_it_clear_to_the_fcc_that_we_want/

please read this thread. you need to investagate comcast and be really harsh to them.

Ticket: # 1256290 - Internet Service Provider Data Caps

Date: 10/12/2016 12:37:44 PM

City/State/Zip: Bremerton, Washington 98311

Company Complaining About: Comcast

Description

I believe that Comcast's method of imposing data caps on customers is unfair and rediculus . Comcast has the structure to support the ever growing demand that consumers need to consume digital media . Instead of embracing innovation by not having data caps they choose to stifle it by imposing these restrictions that don't make sense so they can profit off the masses .

Ticket: # 1256301 - Data caps on home internet

Date: 10/12/2016 12:39:04 PM

City/State/Zip: Kankakee, Illinois 60901

Company Complaining About: Comcast

Description

I believe it is ridiculous and should be illegal to enforce data caps on home internet. I work in the IT field and often work from home sending and receiving large files and these data caps seriously inhibit my ability to work. And thats just my work, that doesnt include the hours of streaming I do on my personal time.

Ticket: # 1256307 - data caps

Date: 10/12/2016 12:39:17 PM

City/State/Zip: Alexandria, Virginia 22303

Company Complaining About: Comcast

Description

There should never be any data caps on internet. We're paying for a service to deliver resources much like electricity and water, except at a premium price for which would be like having "unlimited" water or electricity. Internet bills now total double of electricity and almost 6x my water bill. It should either be cheaper to reflect the use or not have a cap.

Ticket: # 1256314 - Comcast Xfinity Data Cap

Date: 10/12/2016 12:39:38 PM

City/State/Zip: Katy, Texas 77493

Company Complaining About: Comcast

Description

I recently received an email that I would now be having my data capped by Comcast. This was done without prior knowledge, no benefit to me as a consumer, and was not what I had originally agreed to or intended to agree to when signing up for service.

Ticket: # 1256316 - Comcast Data Caps**Date:** 10/12/2016 12:39:44 PM**City/State/Zip:** Citrus Heights, California 95621**Company Complaining About:** Comcast

Description

The addition of a data cap on Comcast's home internet customers is a detriment to its customers and a blatant cash-grab and punishment for people moving away from their cable television service in favor of streaming content. They paint the cap as something that less than 2% of their customers even hit, but in reality as technology expands, the 480p video they use as an example is already being replaced by streaming 1080p video and will soon give way to 4k video. Not only streaming, but as games continue to get larger and larger, installing a 40gb game through Steam (as an example) will quickly grow to 100gb game, taking up 1/10 of your monthly data allotment just to install something you already purchased. If you want to continue to be exempt from this stupid cap, you have to pay them more money to have the same service you do today.

I have cancelled my comcast subscription effective 11/1 and am moving to a much slower company which costs more and has slower speeds, because I will not support a company such as comcast any longer.

Ticket: # 1256322 - Comcast Data Caps

Date: 10/12/2016 12:40:10 PM

City/State/Zip: Vernon, Connecticut 06066

Company Complaining About: Comcast

Description

I am extremely upset about the implementation of Data Caps by Comcast. This hurts many companies directly, and is going to hurt the US economy and US consumers. Data and access to it is an increasingly important part of daily life and should not be limited.

Ticket: # 1256329 - End data caps

Date: 10/12/2016 12:40:37 PM

City/State/Zip: Cameron Park, California 95682

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1256340 - Comcast Data Cap

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

City/State/Zip: Lompoc, California 93436

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1256347 - Comcast data caps

Date: 10/12/2016 12:41:25 PM

City/State/Zip: Vacaville, California 95687

Company Complaining About: Comcast

Description

I use Comcast for Internet and TV services. My household uses several streaming services for watching video, playing games and other less data intensive uses in addition to our TV usage. I was recently informed by Comcast that I will now have a data cap on my plan and that my current usage was close to this cap already (almost 900gb to a 1tb cap). I was given no choice and have no other is available to me. This is an effort by Comcast to limit my usage of services that they are not selling me and stinks of anti competitive practices that I cannot believe they are allowed to do to their consumers.

Ticket: # 1256362 - Say No to Data Caps

Date: 10/12/2016 12:41:59 PM

City/State/Zip: Philadelphia, Pennsylvania 19130

Company Complaining About: Comcast

Description

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

[Ticket: # 1256375 - Comcast data caps](#)

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

City/State/Zip: San Francisco, California 94121

Company Complaining About: Comcast

Description

I do not want capped internet usage. We need a free and independent internet, with no caps. Data caps will threaten free commerce and financial security for those who do not choose to subscribe to cable. Please resist Comcast's data caps.

Ticket: # 1256351 - Unreasonable Data Caps

Date: 10/12/2016 12:41:32 PM

City/State/Zip: Oakland, California 94611

Company Complaining About: Comcast

Description

Hello,

Comcast has recently enacted 1TB data caps for all customers in California. We believe this is an unreasonable expectation in a world where availability of data is a constant - especially in the tech hub that is the Bay Area.

Ticket: # 1256359 - Broadband Data Caps

Date: 10/12/2016 12:41:48 PM

City/State/Zip: Cleveland, Ohio 44106

Company Complaining About: Comcast

Description

Broadband Data Caps are an atrocious disregard of reality and a slap in the face to consumers and private businesses alike. There is simply no reason for them to exist and the sudden appearance of them is clearly due to the fear cable companies have of people not using their own proprietary services. Consumers should have the choice to enjoy media in whatever legal way they want and data caps prevent that by putting an arbitrary restriction on consumers.

Ticket: # 1256361 - Data caps from Comcast

Date: 10/12/2016 12:41:53 PM

City/State/Zip: Vancouver, Washington 98682

Company Complaining About: Comcast

Description

I received notice that Comcast will begin instituting Data Caps in my area starting Nov 1, along with an undocumented \$12.23 monthly rate increase. I am now being charged additional for my TV and Internet package, while being restricted in my multi-person rental home in the availability to stream other services without the possibility of added charges. Myself and another in the home frequently work out of a home-office, which imposes additional headaches due to the new Comcast data cap. The only other ISP that services my home is DSL, which does not provide enough bandwidth for 3 people to use internet services at one time effectively. Internet access has become a necessary utility in my home, and these limitations will only drive to take money without providing any additional service or expansion of ISP options.

Ticket: # 1256369 - Imposed internet data caps and regulations

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

City/State/Zip: Portland, Oregon 97230

Company Complaining About: Comcast

Description

Comcast has just announced that in November, they will be implementing a 1 terabyte monthly data cap on all customers in the Portland area. Customers that go over that amount will automatically be billed an additional \$200 "no matter how much data is used" plus another \$10 per additional 50 gigabytes used. This is price gouging and abusive to customers who have no other options.

I live in Portland somewhat close to downtown. In my personal case, on *average* I use 200-250gb per month. However, since I am a software engineer professionally and a heavy user of my home internet connection, there are some months where I have extremely high usage and can quite easily almost hit that 1tb mark or go over. This can happen if I am having to download a lot of software for projects like Linux installs, related media files, etc. So do simply to do my job, my previously unlimited connection that rarely may go over 1tb will now cost me hundreds of dollars extra a month unexpectedly.

To go further, I do not currently have any other options for very high speed internet access from home. Currently with my Comcast account, I get about 150mb/s download and 20mb/s upload speed. This speed is very important do to the nature of my work, and generally just nice to have for personal uses.

Here I am, a software engineer living in one of the most internet-connected cities in the world and even where I have multiple options for connectivity, the options I need and prefer are extremely limited. What does that imply for all of the other millions of Americans across the country that don't have access to *any* alternatives at all except for Comcast or other individual ISP's?

I encourage our representatives at the FCC to look harshly at Comcast and hopefully come to some corrective actions very soon.

My fear is that the major telco's in the country, bother wired and wireless, are putting these limits in place now because internet use is exploding and they want to charge exorbitant rates in the future. Over the coming decade with the advent of 4k/8k television programming online, gaming and other entertainment, and services such as internet of things, regular data use by average folks will be more than even my peak professional usage is now.

Comcast, AT&T, Charter, and others are trying to set a pattern in place now that will end the historical pattern of unlimited internet access for a regular monthly fee. I have been a user of many different internet services since the days of dialup through DSL, cable, LTE wireless, and hopefully fiber soon. In all cases, my accounts have been unlimited until now. Again, I count myself as somewhat lucky and can't imagine the pains these new policies across the telco industry have been causing to millions of other Americans with no options.

Thanks for your attention.

Ticket: # 1256373 - Comcast Data Caps

Date: 10/12/2016 12:42:34 PM

City/State/Zip: Salt Lake City, Utah 84106

Company Complaining About: Comcast

Description

Comcast is capping data at 1TB, allowing their streaming service to come in and not count toward the data cap. It violates Net neutrality. And the cost of overages is excessive and unfair to the consumer.

Also I just purchased a home and invested money into my house to have their service (cable modem, wiring the house with cables). Now they've changed the service they are providing, thus leaving me with this sunk cost even if I did want to switch (and there isn't much competition for internet in my area, only 2 companies).

Ticket: # 1256378 - Comcast Data Caps and Their Monopoly in the ISP Market**Date:** 10/12/2016 12:42:55 PM**City/State/Zip:** Tenino, Washington 98589**Company Complaining About:** Comcast

Description

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Comcast's recent roll out of data caps in my area have directly restricted my ability to access this utility. They are the only cable ISP provider service provider around here, they know that and they are gouging customers with these outrageous data caps and overage fees. It is time the FCC to step in and protect the basic rights of unrestricted internet access at fair prices.

Ticket: # 1257447 - Data Caps

Date: 10/12/2016 1:58:15 PM

City/State/Zip: Osterville, Massachusetts 02655

Company Complaining About: Comcast

Description

Data caps stifle innovation and don't serve any real purpose other than to line the pockets of the big cable companies.

Ticket: # 1256390 - Comcast Data Caps**Date:** 10/12/2016 12:44:00 PM**City/State/Zip:** Highlands Ranch, Colorado 80129**Company Complaining About:** Comcast

Description

I don't see how putting a data cap on something as important as the internet is a fair business practice. I live with 5 people who all game, stream and surf the web. Eating 1TB of data will be easy to do per month and I will most likely see overages. These caps will try to persuade us into getting a TV package when we're all working and not sitting at home watching TV. My family will end up having to pay more for our current setup then we already are. Obviously they are doing anything they can to make more money off of us. Were becoming more like Victims instead of customers. It's just really crooked.

Ticket: # 1256395 - Comcast Data Caps

Date: 10/12/2016 12:44:23 PM

City/State/Zip: Aptos, California 95003

Company Complaining About: Comcast

Description

Comcast recently rolled out data caps for residential customers in California starting November 1st. The data caps are not only unreasonably low, but I still have zero choice for cable ISP's in my area.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

I am not providing my account number, as last time I filed this, my monthly bill has mysteriously started jumping up, with no real reason given by comcast reps.

I implore the FCC to step in and stop the constant consumer abuse and anti-competitive practices employed by comcast.

Ticket: # 1256398 - Comcast Data Caps

Date: 10/12/2016 12:44:38 PM

City/State/Zip: Wheaton, Illinois 60189

Company Complaining About: Comcast

Description

Comcast has recently instituted data caps for my cable internet service. This new restriction's purpose is to increase costs for users, prevent consumers from engaging with cable TV alternatives and provides no benefit to the network. Comcast has designed this to reduce competition while lining their pockets.

We now are billed for BOTH chosen speed and data usage. If I were to transfer data at the speed tier which I pay for, I would be over my monthly cap in hours.

Given we have no choice for internet connection speeds above 50mbps where I live, I am stuck with accepting this abuse. This anti-competitive move is just another way for Comcast to avoid net neutrality.

Ticket: # 1256399 - Internet Data Caps

Date: 10/12/2016 12:44:42 PM

City/State/Zip: Lafayette, Indiana 47901

Company Complaining About: Comcast

Description

Comcast has recently introduced a new 1 TB data cap, in addition to raising my rate by 50% with no change in service.

Ticket: # 1256410 - Comcast Data Caps

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

City/State/Zip: Austin, Texas 78753

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Ticket: # 1256412 - Comcast Data Caps**Date:** 10/12/2016 12:45:17 PM**City/State/Zip:** Salt Lake City, Utah 84105**Company Complaining About:** Comcast

Description

I would like to complain about Comcast's recent data cap roll out. Data caps do NOT make running their lines cheaper, it's a money grab and nothing less. They are able to do this because they have a monopoly in many municipal areas around the country and people can't switch off of their service. Not only are data caps a cheap cash grab, they're literally stifling innovation and entertainment options. With streaming services becoming the norm and with higher quality, it's only a matter of time before 300 GB (The data cap they're starting at) will be much too small. As far as innovation goes - an open web is what's best for the future. Internet speeds are increasing all over the globe every day. More and more people are connecting together. Google sees what Comcast is doing and realized their business can't be supported if Comcast is going around slowing everyone down and capping their usage. But Google can't fix the problem everywhere. Something needs to be done about this atrocious excuse for a company.

Ticket: # 1256413 - Comcast Data Caps

Date: 10/12/2016 12:45:22 PM

City/State/Zip: Lake Orion, Michigan 48359

Company Complaining About: Comcast

Description

Comcast Data Caps are going to get out of control. At the moment it might seem fair with applying data caps, however once our technology advances, everyday consumers will be burning through their caps and being surcharged by this monopoly of a company. It is best to nip this in the bud quickly, before it gets out of control and other ISP companies follow suite.

Ticket: # 1256415 - Regarding data caps

Date: 10/12/2016 12:45:32 PM

City/State/Zip: Lakewood, California 90715

Company Complaining About: Comcast

Description

Recently, major telecom and internet providers have begun to roll out data caps for their services under the guise of improving bandwidth for all customers. This is not true and promotes an anticompetitive environment, especially given that most major metropolitan areas suffer from a duopoly on ISPs. I'm sure you've gotten a ton of complaints already so I'll keep it short: if Comcast or T-Mobile can negotiate "reduced data usage" with other company's (say Hulu), they'll be artificially moving customers from direct competitors, say Amazon prime and Netflix. What if the ISPs hold an interest in Hulu?

Ticket: # 1256445 - internet data caps need to be eliminated without having to pay an additional fee

Date: 10/12/2016 12:48:00 PM

City/State/Zip: Douglasville, Georgia 30135

Company Complaining About: Comcast

Description

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1256421 - Comcast Data Caps**Date:** 10/12/2016 12:45:58 PM**City/State/Zip:** West Haven, Connecticut 06516**Company Complaining About:** Comcast

Description

Currently, I am exempt from data caps, but they will move in to the state I live in in due time I'm sure.

Firstly, Comcast has a natural monopoly on Internet service where I live. My options are Comcast or dial-up Internet. In terms of broadband, there are no other options.

My issue with the concept of a data cap is complicated. Firstly, a data cap is the first door in starting to limit what I'm allowed to access on the Internet. Once that has happened, the Internet will no longer be a free place to browse. Secondly, a data cap being implemented would simply be a means for Comcast to charge me, as the consumer, more money for the same service I currently have. In a monopoly, I have no other option but to pay those increased prices, or go without Internet. I would imagine an increase in pricing would force me to go back to using regular cable television, since a 1TB data cap as Comcast will implement would disable me from watching television as I see it, which is NetFlix and HBO Go! Thirdly, Comcast offers various speed tiers and charges consumers additional money for those tiers.. with a data cap, that simply means, as a consumer, I have the option to pay more money per month to reach my cap earlier, and therefore pay even more money once I exceed that cap. In no way is this in the best interest of the consumer. Fourth, there is no legitimate reason for Comcast to implement a data cap. Internet bandwidth is determined by speed, not total data consumed. It costs Comcast no extra money if I download 2 TB of data in one month as opposed to 30 GB of data in one month. It DOES cost them more if I download that data at 100 mbps versus 20 mbps, though.

I would not be lodging this complaint if I could use a different internet service provider. But I don't have any other option. Comcast will not be implementing a data cap in the state I currently live, so I am filing this complaint as a preventative measure, since they ARE currently implementing data caps in various other states.

Ticket: # 1256426 - Data caps

Date: 10/12/2016 12:46:22 PM

City/State/Zip: Independence, Missouri 64055

Company Complaining About: Comcast

Description

I would like to document my displeasure with data caps and how data is metered by these ISPs.

Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all, unlike my electric bill or water and gas. There is no third party government agency in charge of regulating broadband metering. This is unacceptable. They have zero (0) accountability and the only ones who loses is the consumer. People who have one limited option to only Comcast, Time Warner, or ATT.

This isn't the 90s anymore. In this day-and-age, internet is a must have, UNLIMITED resource. After the infrastructure is laid (with tax payer money) what else is there other than general maintenance? That maintenance doesn't magically go up the more the internet is used. What justification is there cap something that is infinite? What's next, being charged if I breath in too much air? Data caps is a sad attempt to stifle internet streaming competition content to save a dying platform of subscriber television.

As the world continues to abandon physical forms of storage in favor of digital downloads. ISPs are attempting to use their monopoly to nickle-and-dime scam consumers. This is unacceptable, and completely goes against having a free and open market.

Ticket: # 1256447 - Data Caps

Date: 10/12/2016 12:48:25 PM

City/State/Zip: San Jose, California 95111

Company Complaining About: Comcast

Description

Data caps have been extended to California recently.

Ticket: # 1256464 - Comcast data caps

Date: 10/12/2016 12:50:09 PM

City/State/Zip: Buffalo Grove, Illinois 60089

Company Complaining About: Comcast

Description

Comcast recently implemented a data cap for my internet usage. There wasn't one previously, it's clearly an attempt to stifle using streaming options and create extra fees out of nothing.

Ticket: # 1256455 - Comcast Data Cap**Date:** 10/12/2016 12:49:36 PM**City/State/Zip:** Taylor, Michigan 48180**Company Complaining About:** Comcast

Description

I recently received a notification from Comcast that I now have a data cap on my service. I am already paying for their top tier internet speed (approx 100.00 per month) and am appalled that in addition to tiered speed I now have a limit on data. I current have a desperate cable provider but their internet was inadequate in speed and quality so I went with Comcast. My original intent was to reduce my cable subscription in favor of streaming service however now this looks to be now an impossibility. So I am left with a choice between poor service or a service that restricts my ability to use services I currently enjoy. (I.e. Video streaming from Amazon, Netflix, and Hulu). I have little choice to use a competitor of Comcast due to the inequality of services available to me the consumer. I believe that having a provider of a utility such as broadband also be a supplier of content is a huge conflict of interest and this has driven companies such as Comcast to implement anticompetitive processes to inhibit their customers from choosing alternate methods of viewing their content. I applaud the FCC in their efforts to keep net neutrality open to encourage innovation and competition and hope that they see these new caps as yet another method broadband providers are using to circumvent regulation. Cap free data services of any kind is precisely the priotization of data that is at the heart of the Net Neutrality arguement.

[Ticket: # 1257710 - comcast data caps](#)

Date: 10/12/2016 2:18:49 PM

City/State/Zip: Ashburn, Virginia 20147

Company Complaining About: Comcast

Description

data caps are cancer

Ticket: # 1256461 - Comcast Data Cap

Date: 10/12/2016 12:50:04 PM

City/State/Zip: Centennial, Colorado 80015

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1256470 - Comcast is capping my internet

Date: 10/12/2016 12:50:34 PM

City/State/Zip: Seattle, Washington 98109

Company Complaining About: Comcast

Description

Comcast is putting data caps on my internet usage. There are no regulations on how they measure my data usage. They already have a monopoly for my area of Seattle. This is squeezing out my options for Internet Services that directly compete with Comcast TV, VOIP, etc.

[Ticket: # 1256476 - Comcast continuing to impose data caps](#)

Date: 10/12/2016 12:50:58 PM

City/State/Zip: Greeley, Colorado 80634

Company Complaining About: Comcast

Description

Comcast is continuing to roll out data caps which are harmful to net neutrality. They are being anti-consumer and need to be stopped. I dont want to have to worry about an arbitrary cap on something I use every day, like water. At least water-reduction mandates in times of drought have a legitimate reason behind them. There is no legitimate reason to impose caps here, only to pad Comcast's pockets. Please, FCC. You're our only hope.

Ticket: # 1256485 - Comcast Cable Communications's unfair data caps

Date: 10/12/2016 12:51:30 PM

City/State/Zip: San Jose, California 95111

Company Complaining About: Comcast

Description

Comcast has implemented an unneeded data cap that limits heavy internet data usage to only the rich who can afford the overage charges or those who can pay an extra \$50 a month (\$600 a year) for unlimited internet. Some people require the internet in order to make a stable income. They should not be unfairly targeted simply due to Comcast's monopoly in a majority of the United States.

Ticket: # 1256555 - Comcast Data Caps

Date: 10/12/2016 12:56:48 PM

City/State/Zip: Columbus, Indiana 47203

Company Complaining About: Comcast

Description

Data Caps are unacceptable. They strangle our ability to use the Internet and are simply a penalty on consumers. Not to mention there is little oversight on how Comcast regulates its data caps. Please consider a total removal of this regulation of a genuine necessity. The internet is a utility like electricity, and cannot be taken for granted or simply restricted.

Ticket: # 1256501 - Unfair Data Cap on my internet service**Date:** 10/12/2016 12:53:19 PM**City/State/Zip:** Sacramento, California 95841**Company Complaining About:** Comcast

Description

Comcast has recently imposed an arbitrary data cap on my service. While I am not going over that cap at the current time, with the way my data usage has increased over time, it will be an issue in the very near future. With more services utilizing online functionality and requirements (Xbox games requiring multi Gigabyte updates, high definition video streaming) the 1 TB data cap will be too low very soon. There are no other options for receiving broadband internet in the area, so Comcast is able to maintain their monopoly and put in place these rules with no fear of losing customers.

Ticket: # 1256506 - Data Cap Policies and Regulations**Date:** 10/12/2016 12:53:31 PM**City/State/Zip:** Chicago, Illinois 60618**Company Complaining About:** Comcast

Description

Comcast's data cap policy and monitoring of the issue. Internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. The entire data cap issue on internet shouldn't be in place and stifles innovation and competition. It's the very definition of anti-American.

Ticket: # 1256513 - Comcast data caps

Date: 10/12/2016 12:53:55 PM

City/State/Zip: Flint, Michigan 48503-2513

Company Complaining About: Comcast

Description

I find it unfortunate Comcast is choosing to limit my already too expensive Internet so they can get me to pay for more services I simply don't want. Comcast is beginning to impose data caps on all US consumers. This is unacceptable. I would switch, but the only other option is AT&T at 6mbps, it is much too slow for my needs (and also has data caps if you don't pay for their TV service). We the people need a decision to be made in our favor against these monopolies trying to stifle our creativity, our entertainment, our work, our very lives. Thank you.

Ticket: # 1256562 - Comcast data caps

Date: 10/12/2016 12:57:05 PM

City/State/Zip: Fresno, California 93720

Company Complaining About: Comcast

Description

Comcast has begun rolling out "soft" data caps in an attempt to stifle competition from cord cutter services and double charge customers.

That second claim may sound spurious, but customers already pay for a certain amount of bandwidth by paying for peak access bandwidth. If you purchase a 25Mbit connection (the current definition of broadband), your absolute maximum data usage over the course of a month (30 days) is just over 8TB of data. Comcast is attempting to double charge people who try to actually use the connection they have already purchased and to stifle innovation by effectively putting an additional cost on streaming UHD video, or having multiple people in a household using a connection. Game downloads are large and updates can be similarly large. Video, especially high definition video, ideally with as little compression as possible for quality purposes, is similarly "taxed" with Comcast's costs to upgrade being passed on to consumers. I have no doubt that similarly, if these data caps were to be deemed to be not allowed, we would see prices rise, an anticonsumer practice that they have a history of using whenever they feel pressured to improve their network despite their already-extortionate levels of profit.

Over the course of the last month, I and my roommate have manage to use, with primarily Netflix and Youtube video bandwidth, nearly 750 GB of data. They claim that their caps only affect 1% of customers - how likely is it that they picked the 1TB cap specifically because *right now* 99% of customers use less than that? What will happen in the next two years as 4K video streaming becomes more commonplace? Comcast is looking out for itself and trying to get customers used to the idea before they realize just how much bandwidth they're going to use a few years from now.

Ticket: # 1256518 - Data Caps

Date: 10/12/2016 12:54:20 PM

City/State/Zip: Kalamazoo, Michigan 49007

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Ticket: # 1256521 - Comcast New Data Limit

Date: 10/12/2016 12:54:38 PM

City/State/Zip: Hudson, Wisconsin 54016

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

The options in my area are not at the same level as Comcast or Comcast is selling bandwidth to my local providers, so it's still the same base company. I work from home and this will hamper my ability to be a productive employee.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1256522 - Comcast data caps

Date: 10/12/2016 12:54:43 PM

City/State/Zip: Renton, Washington 98059

Company Complaining About: Comcast

Description

There is only one reliable option for home internet in my area, which is Comcast. Having a data cap concerns me. There is no real competition in my area for reliable cable. I do not have cable TV, and I use my PC to make up for that.

Ticket: # 1256532 - Data caps are bad

Date: 10/12/2016 12:55:24 PM

City/State/Zip: Portland, Oregon 97225

Company Complaining About: Comcast

Description

Data caps (which were recently added by Comcast) are bad for a number of reasons. They encourage me to not use specific services (netflix, steam) but don't punish their own services (comcast television), which is entirely unfair. Not to mention that I have no other options for service provider. I need to have high speed internet for my work, but I can only get it from one carrier in my neighborhood. This allows them to do anything they wish and I have no recourse but continue paying them, or lose my job.

Ticket: # 1256533 - Suddenly have a data cap when I purchased "unlimited" Internet

Date: 10/12/2016 12:55:25 PM

City/State/Zip: Northglenn, Colorado 80234

Company Complaining About: Comcast

Description

A couple years ago, I signed up for Comcast for unlimited Internet. There was no data cap. A few days ago, I received a letter from Comcast saying they are going to cap my internet at 1TB. The contract I agreed to with them was for unlimited internet. I did not agree to any data caps.

I am a software engineer who occasionally works from home. It is critical for me to have high speed access to the internet in order to do my job. This data cap could potentially cost me hundreds of dollars should it be exceeded.

Ticket: # 1256570 - Comcast's internet data caps should not be allowed

Date: 10/12/2016 12:57:41 PM

City/State/Zip: Canton, Michigan 48187

Company Complaining About: Comcast

Description

The data caps that Comcast (and other ISPs) are currently rolling out are bad for society. The internet is the best source of information on the planet and should not be limited.

[Ticket: # 1256537 - Internet monthly data caps](#)

Date: 10/12/2016 12:55:31 PM

City/State/Zip: Lusby, Maryland 20657

Company Complaining About: Comcast

Description

Internet data caps that are being rolled out by Comcast are absolutely abhorrent. This stifles competition and dissuades "cord cutting" for purely monetary reasons. I have no other choice of internet provider where I live. This is a disgusting practice by a shameful corporation.

Ticket: # 1256538 - Data Cap Concerns**Date:** 10/12/2016 12:55:32 PM**City/State/Zip:** Southbridge, Massachusetts 01550**Company Complaining About:** Comcast

Description

I have been planning to move recently and found that my only option for high speed internet where I plan to move is Comcast. They only offer plans that have data caps if I plan to pay anywhere near the price I pay now. The price almost doubles to avoid the cap. I don't use cable television and only use subscription based streaming services. I also play and download multiple larger video games each month. With this use i would easily go through a cap. I am concerned that this practice will lead to other companies adopting data caps which will punish those of us who choose to ditch cable. I am also concerned that there are not enough options for cable and internet providers in most areas. I currently have one option where i live and only one option where i plan to move. I feel there are not enough choices for consumers and limited choices of providers allows companies like Comcast to set unnecessary caps to further increase profits at the expense of consumers. No competition leads to more and more problems for consumers especially if competition is always driven out or never allowed in, in the first place.

Ticket: # 1256557 - We need uncapped data on our internet

Date: 10/12/2016 12:56:55 PM

City/State/Zip: Morgan, Utah 84050

Company Complaining About: Comcast

Description

Hi there! I know Comcast has been trying to introduce data caps on some of their service areas. First, it was a few hundred gigs. Now, it appears they have raised the cap to 1TB. There should be no cap at all. It's just an unethical, useless process meant to make money for the monopolistic ISPs. Please take this as a firm vote in favor of NO DATA CAPS.

Ticket: # 1256540 - Data Caps (Comcast)**Date:** 10/12/2016 12:55:40 PM**City/State/Zip:** Houston, Texas 77075**Company Complaining About:** Att, Et Al

Description

This complaint is in direct response to the upcoming data caps being imposed by Comcast, who is my ISP, though should be considered to be against all ISPs who impose data caps on their employees.

These caps are completely unnecessary. By their own admission, falsely might I add, almost no one will reach their caps. So why implement them at all?

As the internet age moves forward, more and more data is being used on a daily basis: everyday users are streaming everything and uploading everything to the cloud, companies are moving everything to the cloud and using cloud-based programs for their work, file sizes are growing for everything, including all media.

Comcast and other ISPs, whose main income used to be cable television, are merely trying to find a way to make up the money they've been hemorrhaging by providing a failing product and not trying to innovate or compete, or failing to try to compete when it was time. Any other company would be allowed to fail, but because these ISPs have monopolies over internet in their respective areas, consumers are left with no choice.

The ISPs are stating that there are certain users who use up a lot of bandwidth, but that is the fault of the ISPs. They have charged consistently for a certain product, yet have failed to use that money to increase performance in their product, instead opting to pocket all profits. They've even taken government funds to increase performance/bandwidth and have pocketed that. As a taxpayer, I'm literally paying them double my bill for internet in this way, and now they want me to pay double my monthly bill just to keep the same product I have now.

The entire thing is ludicrous. The FCC should step in. Monopolies need to be disbanded and allow open markets for competition. This entire game needs to change. And if these ISPs won't play ball in a competitive market, they deserve to fail.

Ticket: # 1256544 - Comcast Data Caps

Date: 10/12/2016 12:56:01 PM

City/State/Zip: Denver, Colorado 80206

Company Complaining About: Comcast

Description

Hello,

Comcast has imposed data caps upon my cable internet access here in Denver, CO. While a 1 TB cap now may be adequate for most families, within the next couple years, it will not. Data usage has gone through the roof the past few years. Given that I have a tech job and require high speed internet to do my job, I have no option but to use Comcast here in Denver. Their anti competitive practices need to stop.

Ticket: # 1256549 - Unfair Data Caps

Date: 10/12/2016 12:56:25 PM

City/State/Zip: Tarzana, California 91356

Company Complaining About: Comcast

Description

I am complaining about Comcast's unfair use of data caps. They are unfair and only stifle America's Education. This is only a way to get extra money out of the paying customer and taxpayer. Data Caps should be illegal and done away with.

Ticket: # 1256567 - Comcast Residential Data Caps**Date:** 10/12/2016 12:57:33 PM**City/State/Zip:** Fort Collins, Colorado 80526**Company Complaining About:** Comcast

Description

Where I live (SouthWest Fort Collins, 80526), I have only 1 option for High Speed internet. Comcast. I'm also able to get service from CenturyLink, but their download speed is limited to 7mb/s, which I don't consider to be a "Modern" high speed.

I run my consulting business from my home. My girlfriend (who lives with me) runs her 3D Printing and Streaming business from our home as well. According to my router, which is capable of transmitting at higher speeds than my Comcast connection, we have 17 devices online right now. We don't have Cable Television, and instead rely on Netflix, Crunchyroll, Hulu, Twitch.tv, Youtube and HBO Now for our video content, all over the internet.

Comcast has doubled the cost of our internet over the last 2.5 years without an increase in speed. This month, they're introducing a 1TB/month data cap, with overage charges for exceeding that usage.

Currently we use roughly half of that, on average. But... we're starting to purchase 4K display devices, which will require increased (roughly double) bandwidth for video service. We're starting to stream video (outbound and inbound) more and more. My business occasionally needs to move large amounts of data around. We're both avid gamers - game download and install sizes are increasing.

My last 2 computers, purchased retail, did not include optical drives of any type, causing me to have to rely on downloading additional data for things like movies, music, and games.

So while *today* this data cap doesn't seem relevant, with the growing pace of media, and the increased demand for streaming content - 1TB/month is going to become more and more of an issue, even for a standard internet-consuming household. If I had ANY other option for high-speed internet in my home, I would immediately switch. I'm actively shopping for my first home, and ISP availability is playing a significant role in my decision.

Ticket: # 1256575 - Data caps imposed by Comcast

Date: 10/12/2016 12:57:54 PM

City/State/Zip: Portland, Oregon 97203

Company Complaining About: Comcast

Description

Comcast is currently implementing and imposing data caps across a large portion of their customer base. Their argument for imposing data caps is laughable at best and falls along the lines of a business policy decision rather than a hardware limitation that is not self imposed (i.e. upgrading their infrastructure).

Ticket: # 1256580 - Digital Data Caps

Date: 10/12/2016 12:58:11 PM

City/State/Zip: Brunswick, Georgia 31523

Company Complaining About: Comcast

Description

The internet has become a requirement. Many jobs can only applied for online. Schools often require research that can be found through online sources. Competition between cable companies and channels with streaming services (HBO, Starz, History Channel, etc as examples) are great for consumers. The industry providing digital data should not be allowed to cap data while whitelisting their own services. Please prevent data caps.

Ticket: # 1256591 - Data caps

Date: 10/12/2016 12:58:47 PM

City/State/Zip: Middleburg, Florida 32068

Company Complaining About: Comcast

Description

Data caps are just a greedy way to get money back from me since I dont get their tv anymore. The internet has become a necessity in life now a days. You cant even get a job without going online and applying. I also use it for fun like Netflix and gaming. This data cap is just so they can make me pay \$50 for no cap since I just cut my bill by \$50 getting rid of their horrible tv service. I'd use another internet provider but their is no competition and no other choices which is why Comcast can get away with stuff like this! Please do something!

[Ticket: # 1256592 - No data caps please](#)

Date: 10/12/2016 12:58:47 PM

City/State/Zip: Kansas City, Missouri 64118

Company Complaining About: Comcast

Description

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. Please keep net neutrality.

Ticket: # 1256593 - Uncapped Internet access for innovation in an increasingly data dependent world and user protection.

Date: 10/12/2016 12:58:48 PM

City/State/Zip: Martinsburg, West Virginia 25403

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1257445 - Comcast Data Caps

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

City/State/Zip: Portland, Oregon 97219

Company Complaining About: Comcast

Description

Beginning in November, Comcast (the only real option for ISP provider in the Portland OR area) will be rolling out a 1TB Data Cap to all it's customers.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. This is an unfair practice that brings back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

I'm writing this email in hopes this will raise public awareness of this issue and flood you, the FCC, with our community's complaints and input so we don't have to deal with a stifled internet.

Ticket: # 1256596 - Comcast Data Caps (Washington State)

Date: 10/12/2016 12:59:01 PM

City/State/Zip: Lacey, Washington 98503

Company Complaining About: Comcast

Description

Dear FCC,

Comcast has just implemented data caps in my state (Washington). This is shortly after they were sued by Washington State for engaging in deceptive practices. Also shortly before you gave them a 2.3 million dollar fine for overcharging.

Data caps are made up. There is no shortage of data, and Comcast hasn't laid down a new line in my neighborhood for 15+ years. If they will overcharge customers for products and services they didn't order, who's to say they won't inflate data usage to overcharge customers again? I would have no way to prove they did that. Data caps are an attack on the free and open internet and a step toward demolishing net neutrality. Please put a stop to home internet data caps.

Thanks,

(b) (6)

Ticket: # 1256598 - Comcast Data Cap - Houston, TX**Date:** 10/12/2016 12:59:10 PM**City/State/Zip:** Houston, Texas 77057**Company Complaining About:** Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1256602 - Data cap - comcast

Date: 10/12/2016 12:59:18 PM

City/State/Zip: Tacoma, Washington 98445

Company Complaining About: Comcast

Description

Comcast has announced that they will institute data caps in my local area soon. With all the high definition streaming services and new 4K tv's it seems like Comcast is trying to choke out all the services that compete with traditional cable while making me pay a premium for internet service. I have no other competition for high speed internet in my area. If Comcast refuses to allow other ISP's to use their lines and poles then Comcast should Be regulated as a utility.

[Ticket: # 1256612 - Comcast's data cap policy is a flawed](#)

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

City/State/Zip: Torrance, California 90502

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Ticket: # 1256614 - Comcast data caps

Date: 10/12/2016 1:00:08 PM

City/State/Zip: Minneapolis, Minnesota 55414

Company Complaining About: Comcast

Description

The new data caps Comcast is instituting with many different areas around are a completely off base and consumer predatory practice. They first of all shouldn't be able to institute a data cap while we are still on contract for our current plan, and secondly need to be broken up as a monopoly in certain areas.

Ticket: # 1256620 - Comcast Data Caps

Date: 10/12/2016 1:00:46 PM

City/State/Zip: Saint Joesph, Michigan 49085

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1256621 - Comcast Bandwidth Caps

Date: 10/12/2016 1:00:47 PM

City/State/Zip: Tallahassee, Florida 32312

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1256640 - Data Caps - Comcast

Date: 10/12/2016 1:01:59 PM

City/State/Zip: Palos Park, Illinois 60464

Company Complaining About: Comcast

Description

Cant stream in HD with data caps. This is outrageous.

Ticket: # 1256629 - ISP Data Caps

Date: 10/12/2016 1:01:08 PM

City/State/Zip: Arlington, Virginia 22207

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Ticket: # 1256645 - Home Internet Data Caps

Date: 10/12/2016 1:02:13 PM

City/State/Zip: Gardner, Massachusetts 01440

Company Complaining About: Comcast

Description

As a 4K TV owner and someone who has basically moved past owning disc/physical media, data caps highly restrict my ability to use the Internet. A service I pay a significant amount of money for each month.

Comcast recently launched a video describing how much data 1TB is. They attempted to put a positive spin on their awful business practice. Thing is, they are wrong. 1TB is nothing in today's world.

4K TV from Netflix is 7GB/hour. $7\text{GB} * 5 \text{ hours of TV a day (US avg)} * 5 \text{ days a week} * 4 \text{ weeks} = 700\text{GB}$ of data. That's 1 television! ONE! Imaging a family of 4.

Include social media, music, normal Internet usage, and that remaining 300GB will fly by.

I didn't even include video games. Where one game download is on average 50GB these days, having 1 or 2 gamers in the house will eat up data faster than 4K TV use.

Comcast themselves have stated that data caps are something that is unnecessary. This is literally something imposed by them to stifle competition and it should not be allowed.

Ticket: # 1256647 - Comcast Data Cap

Date: 10/12/2016 1:02:22 PM

City/State/Zip: Lisle, Illinois 60532

Company Complaining About: Comcast

Description

The Data Cap imposed by Comcast is anti-consumer and severely limits the ability of the consumer to have open access to the Internet. The internet should be classified as a utility, and in my opinion this is akin to placing a cap on water or electricity. I am asking for the data cap imposed on me by Comcast to be removed.

Ticket: # 1256649 - Data caps

Date: 10/12/2016 1:02:26 PM

City/State/Zip: Beaverton, Oregon 97007

Company Complaining About: Comcast

Description

Comcast has decided to put a monthly data cap on its users. Well as it stands, my household uses on average 200gbs over that cap. They will force us to either pay 50 dollars extra for the service we already have (\$600 a year). How are we expected to afford this? Internet is a necessity.

Ticket: # 1256657 - Comcast Data Caps should be a NO NO!

Date: 10/12/2016 1:03:06 PM

City/State/Zip: Stockton, California 95207

Company Complaining About: Comcast

Description

I have been a Comcast customer for years, unfortunately mostly because there is little to no competition where i live (Stockton, CA). the only other option is ATT, and they are just as bad, if not worse. Because of this, there is little to no competition for Comcast in my area. I have relatives that live in other areas, whom due to the multiple choices they have on offer, only pay a portion of what I have been paying for Comcast, with much higher or equal speed. After reading online, I have found that this is largely due to Comcast monopolizing on the internet spectrum, by basically bullying other potential ISP's into not having a fighting chance. This is unfortunate, and if it were other companies with other types of services, it would be called out for it and considered unfair. How Comcast gets away with this is beyond me.

Recently, Comcast has contacted me that they are going to enable a data cap on my internet. The very same internet plan that I have had for years. This data cap at first glance does not seem too bad: up to 1TB, after that, every 50gb is an extra 10\$. from what I've read, Comcast is supposed to give you a full 30 days to conform or deny this change as well. I have attached a photo showing that i recieved this email on october 7th, and the change taking affect November 1st. While this is almost the 30 days, its still less than the required amount of days. I have friends and coworkers who also have Comcast, but told me they have yet to receive this email, so what about them?

The problem with this data cap, is that due to the progress of technology, we **DEPEND** on data more than ever before for our everyday use. Everything from our computers, to our phones, gaming consoles, even smartwatches nowadays, all use data. This usage is only going to continue to grow, and as such, our dependency on it as well. We are already seeing 4K TVs and 4k streaming on the market, and soon it will become the new standard, replacing 1080HD. This, on top of cloud services becoming more and more the norm, users more recently have begun to rely on communicating with their devices from home, and needing files and such to upload to their mobile devices, or remote computers at the office, or wherever they may be. Comcast's data caps may seem okay for **NOW**, but I almost guarantee in 1-2 years time we will be already beginning to push that 1Tb threshold, if some users aren't already relying on the service that much. Also, the fact that I've been a customer for years, and to **CONTINUE** using my unlimited data service, I **NOW** would have to pay an additional \$50 on top of what im already paying!? Thats just unreal, and uncalled for, as well as poor service for loyal customers, despite it being an issue in general.

There should **NOT** be data caps, as demand for internet service is becoming too high, data is almost becoming as much of a necessity as electricity. This also can impact students in the long run. Most homework and research projects almost 100% require access to the internet. If they reach the data cap, they will have to pay up just to work on their project.

The internet is what keeps us connected. Its how we keep up with the news, life around the world, socializing, everything. Comcast, nor any ISP, should **NOT** be allowed to place data caps on their service!

[Ticket: # 1256660 - Comcast data caps](#)

Date: 10/12/2016 1:03:16 PM

City/State/Zip: Seattle, Washington 98136

Company Complaining About: Comcast

Description

Comcast has begun rolling out nation wide 1TB data caps to all of its users. I believe this to be a violation of net neutrality that will only stifle innovation in this country. Internet Service Providers should not be allowed to cap data usage or give priority to any specific internet traffic.

Ticket: # 1256664 - Don't allow Comcast to use data caps

Date: 10/12/2016 1:03:24 PM

City/State/Zip: Amityville, New York 11701

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

What we need to do:

How do consumers collectively fight this when they have little recourse in their choice of ISP? The FCC is currently investigating data caps as a practice. If we as consumers just accept data caps the FCC will have less reason to crack down so it is imperative that the public puts pressure on the FCC. We're back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Some users may be currently exempt from data caps but this behavior will absolutely roll down hill to other ISPs once they realize that consumers will accept it. Then you'll have to deal with your own little small town version of Comcast with little recourse.

Ticket: # 1256666 - Data caps

Date: 10/12/2016 1:03:33 PM

City/State/Zip: Minneapolis, Minnesota 55413

Company Complaining About: Comcast

Description

The data caps Comcast propose to implement will stifle innovation, especially as data consumption continues to grow in the future. I work as a front end engineer and I can tell you the amount of data websites generate and transmit is only going to grow in the coming years.

[Ticket: # 1256675 - Comcast data cap](#)

Date: 10/12/2016 1:04:08 PM

City/State/Zip: Richmond, Texas 77407

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1256676 - We want uncapped internet!

Date: 10/12/2016 1:04:11 PM

City/State/Zip: Houston, Texas 77019

Company Complaining About: Comcast

Description

Data caps are outrageous. Measurements by the provider have been shown to be often inaccurate and with today's popularity of streaming, it is blatantly unfair. We should have a right to unlimited information (educational or informative) at the speed we pay for. Please do not allow companies like Comcast put data caps into practice.

Ticket: # 1256678 - Data caps

Date: 10/12/2016 1:04:17 PM

City/State/Zip: Cheektowaga, New York 14227

Company Complaining About: Comcast

Description

The writing within this paragraph encompasses all internet companies, especially Comcast. The internet has made this world the advanced civilization it is today. It has helped connect people around the world to tackle problems as a combined effort. With this world becoming more and more internet based, we are using more data naturally. With that extra data usage is better solutions, increased ability to talk to one another, to share things. It is only natural as the internet grows that data consumption increases, especially with the increase in quality of streaming and live content. If companies are going to be limiting data usage, and charging extra for it, it will literally hinder the growth of our race as a whole. People will be less willing to share ideas and solutions, people will watch less TV and movie. The result of that is that it could possibly even destroy the TV and movie industry because we would not be able to watch the shows or movies people pay for because they would be afraid to go over their data caps. The people are already struggling to pay our bills, now we have to worry about watching too many movies or TV shows? YouTube videos? Listen to music? This is a problem. We need absolute freedom of the usage of the internet, for the growth of the human race. Thank you.

Ticket: # 1256681 - Data Limits on Internet

Date: 10/12/2016 1:04:32 PM

City/State/Zip: Albuquerque, New Mexico 87106

Company Complaining About: Comcast

Description

The practice of allowing data caps from ISPs goes against the culture and purpose of the internet. It allows an already extremely profitable company to further extract money from customers who have no other options. Internet is a requirement in this country as phones were deemed years ago and need to be treated as such.

Ticket: # 1256685 - Comcast Complaint Regarding Data Caps

Date: 10/12/2016 1:04:59 PM

City/State/Zip: Sacramento, California 95822

Company Complaining About: Comcast

Description

Regarding Data Caps. There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1256687 - Data Caps Hinder Innovation

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

City/State/Zip: Layton, Utah 84041

Company Complaining About: Comcast

Description

I am a web developer and my job is to make the internet better. If I have a data cap on my home internet connection, I am now limited to how much I can learn in a month. My kids are limited to how much they can learn. If we want to watch programming lessons on YouTube, build new websites, download new programming languages, try new web technologies, I have to be aware of my data limit. This is ridiculous. The United States as a whole is so far behind the rest of the world when it comes to internet communications. All because of companies like Comcast. I subscribe to their TV service and they're still enforcing a data limit on me. I might as well cancel my TV and spend the extra money on the "Unlimited" bandwidth package and stream everything.

Ticket: # 1256691 - Data Caps

Date: 10/12/2016 1:05:30 PM

City/State/Zip: Des Plaines, Illinois 60016

Company Complaining About: Comcast

Description

I just want to express my concerns with data caps. Since around 2012 I have notice that Comcast has included a data meter in their usage section of their web account interface. This puts a cap at 500gb with a note saying "caps suspended in your area". This was painfully obvious at the time and becomes grounded in fact when you fast forward from 2012 to today. Our market is now capped. This is an abomination of the internet and everything it stands for. Stunting innovation, bleeding out the middle class and preventing monopolies should all be top priority for not only America but the world. To not act now would be to side with the telecom/cable companies. It will take us, the average tax paying American, far longer to fight this in the future when 4k streaming is the norm and we all pay overage fees than it will to nip it in the bud now.

Ticket: # 1256761 - Comcast data caps

Date: 10/12/2016 1:09:56 PM

City/State/Zip: Carmichael, California 95608

Company Complaining About: Comcast

Description

Data caps on the internet should NOT be allowed. It will limit what we have access to and hinder progress which requires a connection. As technology improves so does our data usage and the amount required. Comcast will benefit in the long run as more people exceed the limit and will either pay more or have to limit themselves.

Ticket: # 1256791 - Uncapped internet access

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

City/State/Zip: Houston, Texas 77005

Company Complaining About: Comcast

Description

Data caps should be abolished. It is a flawed concept.

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

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Ticket: # 1256722 - Data Caps

Date: 10/12/2016 1:07:52 PM

City/State/Zip: Montpelier, Vermont 05602

Company Complaining About: Comcast

Description

I write today to urge the FCC to reject data caps. Such draconian caps stifle innovation and directly harm consumers.

Ticket: # 1256792 - Data caps should not exist.

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

City/State/Zip: Malden, Massachusetts 02148

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1256725 - Comcast Data Cap**Date:** 10/12/2016 1:08:02 PM**City/State/Zip:** Indianapolis, Indiana 46227**Company Complaining About:** Comcast

Description

Comcast recently implemented a 1TB data cap on my Internet usage. I am a heavy user of services like Netflix and Amazon Prime for TV shows and movies, and regularly download games from Steam and on PlayStation. This data cap places an arbitrary limit on how I use the Internet, because now I have to balance using my available data between personal use and work use. I also find it really unfair that services like Netflix are hampered by the data cap, but Comcast's own streaming services are not.

Ticket: # 1256726 - Comcast Data Cap**Date:** 10/12/2016 1:08:03 PM**City/State/Zip:** Tacoma, Washington 98403**Company Complaining About:** Comcast

Description

Comcast has recently decided to cap my internet usage at 1Tb per month. Before this change was implemented I, and everyone else in my state, had no data cap. Everyone was forced into a cap, which they had not agreed to when they signed up for their service.

Comcast has billed this change as a limit that most people will never reach, and even if this is true, based on the numbers they are furnishing, it is beside the point. Comcast is trying to stifle competition in a last ditch attempt to price-gouge customers that are increasingly turning away from their overpriced cable packages and going with services such as Netflix and Hulu. Furthermore, this cap is something that will become a pittance in the very-near-future as the internet service grow and take up more bandwidth.

The FCC's own webpage has the following listed under the "What We Do" section, "Promoting competition, innovation and investment in broadband services and facilities". This data cap is the exact opposite of everything listed under this statement. If the FCC does not step in to remove the data cap it will have failed the American public even by their own standards.

Ticket: # 1256795 - Data Caps

Date: 10/12/2016 1:12:48 PM

City/State/Zip: Littleton, Colorado 80123

Company Complaining About: Comcast

Description

I am not in favor of Comcast's data caps.

Ticket: # 1256734 - Comcast's Data Cap**Date:** 10/12/2016 1:08:22 PM**City/State/Zip:** Lafayette, Indiana 47904**Company Complaining About:** Comcast

Description

Comcast recently announced its intention to begin implementing a 1 TB data cap in my area. Although Comcast has assured me that my usage is currently below this threshold, that may not always be the case – as I incorporate new technologies and devices into my home, my data usage may increase. This data cap will serve as a disincentive to purchase new data-intensive devices or to maximally use the devices I currently own. I have thought about switching providers due to Comcast's new data cap, but there are very limited options in my area. Certain parts of Lafayette, IN have access to multiple providers, but much of Lafayette has access to only one high-speed cable internet provider: Comcast. Its monopoly on internet service affords Comcast the opportunity to unfairly exploit its position by imposing this data cap. Comcast's data cap is not necessary – data is not a limited resource and Comcast has already limited download and upload speeds in order to ensure that their networks are able to respond to demand. Comcast's data cap relies on reportedly inaccurate measurements (<https://www.dslreports.com/shownews/The-FCC-Has-Received-13000-Complaints-About-Comcast-Data-Caps-135895>), adding to the capricious character of Comcast's decision to implement data caps. Comcast's data cap is inconsistent with internet access elsewhere in the developed world, which largely does not use data caps.

Ticket: # 1256743 - Comcast Data Caps and UBP

Date: 10/12/2016 1:08:52 PM

City/State/Zip: Aurora, Colorado 80013

Company Complaining About: Comcast

Description

Comcast is in the process of establishing data caps and usage based pricing for home internet and company executives (among others) admit that there is no technical driver behind this move and that it only serves to squeeze more money out of the internet consumer.

Data caps and UBP discourage many consumers from watching internet television that directly competes with Comcast's xfinity offerings. Furthermore, it appears that Comcast's own streaming usage doesn't count against the caps which is a form of traffic discrimination that should be against Net Neutrality rules.

I am a systems administrator who works completely from home. I am also a consumer of 4k content multiple streaming platforms as well as a gamer who downloads almost all the games I play. When combining all of this together, my usage in a month can theoretically exceed the limit in a given month and this is likely to happen frequently as more content becomes 4k and also as videos games also transition to 4k.

With no true technical reason for Comcast to implement data caps for home internet, this is an obvious money grab and I feel strongly that the FCC should clamp down on this sort of behavior. The ISP market is well known for being uncompetitive therefore free-market self-regulation is not viable and the only way the rights and interests of consumers can be protected when it comes to ISPs is if the government steps in to protect consumers and regulate ISP's behavior especially when it comes to obvious conflicts- of-interest that companies like Comcast have with being last-mile gatekeepers as well as providers of content that competes with other providers who need access to that gate.

Ticket: # 1256750 - Internet Data Caps**Date:** 10/12/2016 1:09:10 PM**City/State/Zip:** Duluth, Georgia 30097**Company Complaining About:** Comcast

Description

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable.

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

Ticket: # 1256757 - Comcast Data Caps**Date:** 10/12/2016 1:09:40 PM**City/State/Zip:** Bloomington, Minnesota 55420**Company Complaining About:** Comcast

Description

Comcast has recently notified me of changes to their policies and are implementing a 1TB data cap. I signed up for an account with a contract a few months ago that outlined no data caps. The contract states we were supposed to be notified 30 days before any changes, I received this notification less than 30 days before its effective date(November 1st).

A 1TB datacap is simply inefficient and unacceptable. I recently purchased a 4K TV. With 4K streaming, new video game installs through internet, and general usage, I can hit the 1TB cap within a week. This basically limits me from using technology from its intended purposes, and Comcast saying that although I'm paying for a high speed service, if I want to fully use that service I have to pay more. For example, I pay for a 250mbps line. If I were to fully use what I pay for, I would hit this data cap in under nine hours. Less than HALF A DAY of usage for their new policies. As an early adopter of newer technologies, this will become an increasing problem as data caps will be hit much much quicker limiting what I can do.

Ticket: # 1256760 - Data Cap Policy

Date: 10/12/2016 1:09:55 PM

City/State/Zip: Columbia, South Carolina 29204

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

What we need to do:

How do consumers collectively fight this when they have little recourse in their choice of ISP? The FCC is currently investigating data caps as a practice. If we as consumers just accept data caps the FCC will have less reason to crack down so it is imperative that the public puts pressure on the FCC. We're back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Some users may be currently exempt from data caps but this behavior will absolutely roll down hill to other ISPs once they realize that consumers will accept it. Then you'll have to deal with your own little small town version of Comcast with little recourse.

Ticket: # 1256775 - Comcast Data Cap and Monopoly**Date:** 10/12/2016 1:11:28 PM**City/State/Zip:** Albany, Oregon 97321**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. There is no other choice in my city for fast reliable internet unless I use Comcast, that is a monopoly and it is wrong. Consumers deserve better, and we will not stand for it.

Ticket: # 1256778 - No Data Caps

Date: 10/12/2016 1:11:48 PM

City/State/Zip: Blanco, Texas 78606

Company Complaining About: Comcast

Description

I would like to submit a complaint against data caps forced upon users by their Internet providers. Com cast is just one recent company to enact this terrible rule. Not only does it take away our net neutrality but it completely impedes our ability as a nation to grow our network infrastructure. In a world quickly advancing it's needs for high speeds and bigger downloads, a rule such as this only furthers the company's agenda; make as much money as they can. I understand the need to make money as a business, but this rule serves no other purpose but to allow these companies to become complacent and squeeze every last dime out of you that they can.

Ticket: # 1256780 - Comcast Data Caps

Date: 10/12/2016 1:11:53 PM

City/State/Zip: Pasadena, Texas 77505

Company Complaining About: Comcast

Description

Comcast has started imposing data caps in my area. It is anticompetitive behavior. They will make excuses saying but in reality, their infrastructure is not being bogged down by the usage. They want to charge extra for more data usage in order to discourage cord cutters. I do not pay for TV and have no intention to do so. The alternative in the area is ATT which also imposes data caps, unless subscribed to their TV service, an obvious ploy to deter cord cutters. Please deal with this serious issue as it is monopolistic and anti-competitive.

Ticket: # 1256797 - Ban Data Caps

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

City/State/Zip: Lansing, Michigan 48910

Company Complaining About: Comcast

Description

I request a ban on data caps from ISPs. Comcast and atts caps are an inconvenience and a stifle to progress.

Ticket: # 1256789 - Data Caps and Customer Service

Date: 10/12/2016 1:12:16 PM

City/State/Zip: Columbia, Missouri 65203

Company Complaining About: Mediacom

Description

Mediacom has numerous times been contacted by me in regards to the inconsistent internet speeds provided by them. Consistently the internet dropping and slow speeds compared to what I am wanting to pay for. They have not augmented a fix for me and I have tested my equipment with Charter Communications and have had no issues. I have no choice in internet provider and what some oversight over all internet companies to provide consistent service like utility companies.

Another complaint would be regarding the data cap. It is ridiculous to put a cap on internet which is becoming a daily necessity for the world. A good overview of why data caps should be allowed to limit customers:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

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What we need to do:

How do consumers collectively fight this when they have little recourse in their choice of ISP? The FCC is currently investigating data caps as a practice. If we as consumers just accept data caps the FCC will have less reason to crack down so it is imperative that the public puts pressure on the FCC. We're back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Ticket: # 1256798 - Monopolistic Extorsion

Date: 10/12/2016 1:13:05 PM

City/State/Zip: Spring, Texas 77373

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

I pay Comcast for 150mb speed and at that speed it will take me little over 16 hours to reach the Terabyte limit they are imposing on.

Cable companies are a Monopoly.

Sincerely,

(b) (6)

Ticket: # 1256805 - Comcast Data Cap

Date: 10/12/2016 1:13:24 PM

City/State/Zip: San Francisco, California 94109

Company Complaining About: Comcast

Description

Comcast's data cap policy is flawed. Their 3rd party's measurement tools are hidden from the world, and as applications use more and more data, it's restrictive.

There is no guarantee of accuracy or transparency.

It discourages cord cutting and stifles competition.

Users have little choice in what ISP they must subscribe to.

Ticket: # 1256807 - Data Caps

Date: 10/12/2016 1:13:32 PM

City/State/Zip: Atlanta, Georgia 30339

Company Complaining About: Comcast

Description

Data caps are as unfair business practice. I would like the FCC to investigate this shady dealing and for it to be banned.

[Ticket: # 1256810 - Data Caps for Comcast Internet](#)

Date: 10/12/2016 1:14:09 PM

City/State/Zip: Belmont, California 94002

Company Complaining About: Comcast

Description

Comcast has unilaterally instituted Internet data caps in my area, and will begin charging for overages starting on November 1, 2016. This is an unfair restriction on our Internet usage and violates net neutrality by forcing us to stick to low-bandwidth use cases.

Ticket: # 1256831 - Comcast Data Caps

Date: 10/12/2016 1:15:53 PM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: Comcast

Description

Comcast is moving to implement data caps in the State of Washington. These data caps are anti-consumer and anti-innovation. I live in a building where they are my only option for internet service, so I have no recourse.

Ticket: # 1256823 - Data Caps

Date: 10/12/2016 1:15:07 PM

City/State/Zip: Houston, Texas 77096

Company Complaining About: Comcast

Description

Comcast is implementing data caps in my area. I have no other choice than to accept the unreasonable 1 TB limit per month. I'm in a household of 4, and through Netflix and downloading online games we can easily pass this mark and Comcast will charge us excessively for something we've been doing for a while.

Ticket: # 1256840 - End to Data Caps

Date: 10/12/2016 1:16:21 PM

City/State/Zip: Laurel, Maryland 20707

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

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Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1256825 - Internet Data Caps**Date:** 10/12/2016 1:15:22 PM**City/State/Zip:** Littleton, Colorado 80123**Company Complaining About:** Comcast

Description

Accuracy and Transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent. However that is not the case at all. There is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public. Just in 2015 alone Comcast received thirteen thousand complaints about their data caps and their terrible accuracy in measurement (1). Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discouraging Competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example, Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this (2). As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes normal, users affected by data caps will hit their limits more easily causing them to be charged overages. Non-stop streaming takes under a week to reach the 1TB limit or for a family of 5, just 30 hours. This will cause users to drop Netflix in favor of less data intensive services which Comcast will be happy to provide through cable.

This isn't just for videos of course. People who use clients like Steam will be hit just as hard especially as the size of video games increases. Data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

1. <http://tinyurl.com/ha2x7j4>

2. <http://tinyurl.com/qfdj6vc>

Ticket: # 1256830 - Comcast 1 TB data limit

Date: 10/12/2016 1:15:49 PM

City/State/Zip: Lake Stevens, Washington 98258

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment

Ticket: # 1256832 - Data Cap (Data usage policy)

Date: 10/12/2016 1:16:01 PM

City/State/Zip: Marietta, Georgia 30066

Company Complaining About: Comcast

Description

The data usage policy is still an unfair practice. There is no limited amount of data in the world that we can run out of. Limiting it / rationing it is absurd and a practice that only benefits the company using the cap.

There is no guarantee of accuracy or transparency so companies can abuse this "meter" and most people would not even notice or know how to prove it.

Discourages cord cutting and stifles competition people that choose to consume digital content rather than cable are being suppressed due to a data cap.

Users have little choice in what ISP they must subscribe to most users, including me, do not have much of a choice on reliable internet. This is due to regulations and lack of competition.

Please help us get rid of these trust and monopoly practices.

[Ticket: # 1256837 - Comcast 1 terabyte data cap](#)

Date: 10/12/2016 1:16:09 PM

City/State/Zip: Fresno, California 93728

Company Complaining About: Comcast

Description

Comcast is enforcing a 1 terabyte data cap on its customers which in this day and age of streaming content should not exist.

Ticket: # 1256839 - Comcast setting data cap for Washington**Date:** 10/12/2016 1:16:15 PM**City/State/Zip:** Bothell, Washington 98012**Company Complaining About:** Comcast

Description

Comcast has decided after providing unlimited service since I've had their services to assign an arbitrary 1 TB data cap in Washington state. This cap may seem high at first glance, but with advances in technology (streaming 4k, more technology using internet connections) in addition to a growing family, I have no doubt this current "high" cap level will soon be well in reach of my household and many others. Comcast is simply grabbing for more cash just because they can. This has nothing to do with providing better service to anyone, or providing more choices/better options for those who use more/less internet service than anyone else. I've not seen any options for paying less for a lower cap, or paying more for a higher cap, or an unlimited amount, or ANY justification for why exactly this cap is going in place. Since infrastructure is already laid, my understanding is that there is no legitimate reason why a cap has been added as there are negligible increased costs associated with usage. Combine this with the fact that upon checking my usage for the past 3 months (and current month October), I have ZERO faith that their monitoring systems are accurate and conducted fairly or by a neutral third party. For July/Aug/Sep our household had no significant changes in utilization but the months fluctuated from a high of 76GB one month to 18BG another, with no help explaining how this is possible. I also don't have a meter I can read similar to a electricity, gas, or water meter, so I have no way of knowing how they get the numbers or if they are accurate since I can't monitor it on my own.

Ticket: # 1256843 - Comcast Data Cap Policy**Date:** 10/12/2016 1:16:35 PM**City/State/Zip:** Jaffrey, New Hampshire 03452**Company Complaining About:** Comcast

Description

Comcast is rapidly releasing a data cap program which forces users to pay more for the same services that they have now. Comcast not only has shady measurement systems in place for the amount of data consumed it also hides this information from the public. Many people who are forced into these caps have complaints that Comcast is billing them for overage when their internet speeds would make it impossible to reach that cap. Comcast is using these data limits to limit creativity and cut out competition. Data caps also cause some internet activitys such as computer gaming to cost much more in internet bills.

I am forced to use comcast as my internet/Cable provider. I pay almost 200\$ a month for this service. The equipment and service is unresponsive and i get on average less than 25% of the speeds that were advertised to me. If data caps were placed in my area i would likely be forced to choose what internet programs i use or watch or pay massive fees. internet usage is a necessary thing for many households all over the world. Comcast has gone to great lengths to limit the American people and charge as much as possible for as little as possible.

Ticket: # 1256854 - Comcast DAta Caps**Date:** 10/12/2016 1:17:18 PM**City/State/Zip:** Rockwood, Michigan 48173**Company Complaining About:** Comcast

Description

I have recently learned that Comcast has enacted data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1256857 - Comcast Data Cap

Date: 10/12/2016 1:17:19 PM

City/State/Zip: Sugar Land, Texas 77479

Company Complaining About: Comcast

Description

The data cap being implemented by Comcast snuffles the use of the Internet by the public to use the Internet from being used as a learning tool for personal advancement to tool for shopping. There are no other options available for myself due to the fact that Comcast/Xfinity has a monopoly on my apartment complex. If I wish to watch Netflix or stream anything in UHD because I no longer subscribe to a cable service due to the spotty service and random fees I would be greeted with overage fees.

Ticket: # 1256860 - Comcast Internet Cap

Date: 10/12/2016 1:17:28 PM

City/State/Zip: Houston, Texas 77015

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1256863 - Data caps

Date: 10/12/2016 1:17:45 PM

City/State/Zip: Oak Harbor, Washington 98277

Company Complaining About: Comcast

Description

Comcast wants to implement data caps on its consumers. Internet should be a utility like water or electricity. It is vital to us and our lives in a technology driven world. Data caps are in place to deter cord cutters from streaming services that compete with their own cable business. It's anti consumer in every aspect and is the result of a monopolistic influence that will do anything it can to not change and maintain the status quo for itself regardless of our needs. Please prevent them from implementing data caps. Their logic is not sound, their reasons are selfish, and there is no excuse for not being able to provide their services as usual. They may site that their current capacity can't handle all the demand despite Level 3 and similar companies claiming they can deliver the means the accommodate any and all demand but Comcast refuses to spend the slightest bit of money on improving their hardware to do so. Even when they receive money from the government to do so they pocket the money and ignore the request. They can't be trusted.

Ticket: # 1256864 - Comcast Data Caps

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

City/State/Zip: Brownsburg, Indiana 46112

Company Complaining About: Comcast

Description

Objecting to the precedent Comcast is trying to set with their new 1 TB data cap. We have the infrastructure to provide such bandwidth; Comcast (and other ISPs) are literally imposing artificial limits for no reason other than greed. The profit margins on internet service are insane. And I think it's clear given their track records that they're not planning on actually investing these fees in building out better service, they just want more profits because they know there's no other choice for a lot of people.

[Ticket: # 1256869 - Data cap practices](#)

Date: 10/12/2016 1:18:44 PM

City/State/Zip: Sacramento, California 95835

Company Complaining About: Comcast

Description

Data caps are discouraging innovation in a predominantly digital driven world. They unfairly target media subscribers who will soon fall victim as video quality and size increases.

Ticket: # 1256872 - Comcast Data Cap**Date:** 10/12/2016 1:18:46 PM**City/State/Zip:** Cambridge, Massachusetts 02140**Company Complaining About:** Comcast

Description

I was disappointed to learn yesterday that Comcast will be rolling out nationwide data caps in the coming months, limiting consumers to 1TB of data usage before incurring overage charges. I pay Comcast a monthly fee in exchange for their service of providing me with internet service. This fee should cover maintenance of their internet gateways, and nothing more. Comcast does not create the content that I am accessing by using their internet, and delivering it does not cost them anything beyond the costs to upkeep their network, whether I use 1GB or 1 PB.

I use my internet connection to do my job, stream videos, music, and games. Comcast has no right to limit the AMOUNT that I use the connection that I pay for. These data caps are in clear violation of Net Neutrality, and I urge the FCC to take action on behalf of the American people.

Ticket: # 1256874 - Data caps

Date: 10/12/2016 1:18:59 PM

City/State/Zip: Mechanicsville, Virginia 23116

Company Complaining About: Comcast

Description

I wanted to voice my displeasure over the fact that data caps are still being allowed to persist in this country. This practice has stifled competition, new ideas, and the advancement of our technological prowess as a nation. Our progress should not be held hostage by the corporate greed of a few telecom companies.

Ticket: # 1256879 - Cable Internet Data Caps**Date:** 10/12/2016 1:19:05 PM**City/State/Zip:** Fayetteville, Arkansas 72703**Company Complaining About:** Comcast

Description

Please end data caps by cable companies. Their profit margins are sign enough that they aren't suffering from offering unlimited data. Their desire to implement data caps is a result of their monopoly on cable internet and the conflict of interest they have by providing cable tv and cable internet. The success of companies like Netflix threatens their revenue streams so they continue to attempt limit and hinder other companies from competing with their business. If they can't survive and be open then the cable companies shouldn't survive. So much commerce and growth in this continue is reliant on the internet. The more companies do to hinder access the more they hurt the economy at large. Data caps must end and the greed of cable companies must be put in check before they hurt the economy.

Ticket: # 1256881 - Data Caps

Date: 10/12/2016 1:19:13 PM

City/State/Zip: Livermore, California 94550

Company Complaining About: Comcast

Description

This implementation of Internet Usage Data Caps is completely disgusting. I am a heavy Netflix, Videogamer, and frequent browser of the internet. Comcast's persistent push to limit their customers entirely ridiculous. It is amazing with how crystal clear they are in stifling competition and human innovation and yet no one has stepped up to slap them across the face to boldly state how much of a disgrace they are to the human cry for better, faster, and more efficient methods. This company is disgusting and I wish we could have more options in all of our towns and cities to further push competition and better services in the race to pursue better technology.

Please, help us in our defense against the disgraceful Comcast Cable Company!

Ticket: # 1256901 - Failure to properly regulate internet providers

Date: 10/12/2016 1:20:33 PM

City/State/Zip: Elkridge, Maryland 21075

Company Complaining About: Comcast

Description

The failure of the FCC and other government agencies to properly regulate internet service providers has resulted in me and millions of other consumers overpaying for inferior service. In many of the places I have lived, there was essentially only one or two service providers to chose from as you are not limiting anti competitive practices or stopping companies from gaining monopoly status. Also Comcasts new data caps are stopping innovation and hurting consumers.

[Ticket: # 1256885 - Compact data caps](#)

Date: 10/12/2016 1:19:31 PM

City/State/Zip: Columbia Heights, Minnesota 55421

Company Complaining About: Comcast

Description

Compact, and all isp, data caps are anti consumer. They discourage people from companies that provide service that are heavy bandwidth usage such as Netflix in favor of comcast provided services that happen to be exempt from the rules. It hinders innovation and future companies as the consumer is limited on how to use the Internet.

Ticket: # 1256910 - Net Neutrality

Date: 10/12/2016 1:21:04 PM

City/State/Zip: Fayetteville, Arkansas 72701

Company Complaining About: Comcast

Description

It's not right that Comcast can charge extra for going over data caps. They have already demonstrated a clear lack of concern for the average consumer by charging millions in false fees, and they have displayed a pattern of flouting the federal laws of the United States. They have made an investment into Internet infrastructure, but this investment was heavily subsidized with federal funds. It is time for the FCC to take dominion of this infrastructure to preserve our rights and to uphold federal laws and regulations. Do it without data caps, with a clear objective to protect users' privacy with a special regard to fourth amendment rights, and a clear mission to preserve transparency of control and authorities to alleviate concerns of a conflict of interest between government-controlled Internet and government policies.

Ticket: # 1256915 - Comcast Data Caps**Date:** 10/12/2016 1:21:19 PM**City/State/Zip:** Issaquah, Washington 98027**Company Complaining About:** Comcast

Description

Comcast has just announced that in November, they will be implementing a 1 terabyte monthly data cap on all customers in the Seattle area. Customers that go over that amount will automatically be billed an additional \$200 "no matter how much data is used" plus another \$10 per additional 50 gigabytes used. This is price gouging and abusive to customers who have no other options.

I live in Seattle area. In my personal case, on *average* I use 200-250gb per month. However, since I am a software engineer professionally and a heavy user of my home internet connection, there are some months where I have extremely high usage and can quite easily almost hit that 1tb mark or go over. This can happen if I am having to download a lot of software for projects like Linux installs, related media files, etc. So do simply to do my job, my previously unlimited connection that rarely may go over 1tb will now cost me hundreds of dollars extra a month unexpectedly.

To go further, I do not currently have any other options for very high speed internet access from home. Currently with my Comcast account, I get about 150mb/s download and 20mb/s upload speed. This speed is very important do to the nature of my work, and generally just nice to have for personal uses.

My only options for internet access at all other than Comcast is currently DSL via CenturyLink, and it doesn't approach the speeds available through Comcast at the moment.

Here I am, a software engineer living in one of the most internet-connected cities in the world and even where I have multiple options for connectivity, the options I need and prefer are extremely limited. What does that imply for all of the other millions of Americans across the country that don't have access to *any* alternatives at all except for Comcast or other individual ISP's?

I encourage our representatives at the FCC to look harshly at Comcast and hopefully come to some corrective actions very soon.

My fear is that the major telco's in the country, bother wired and wireless, are putting these limits in place now because internet use is exploding and they want to charge exorbitant rates in the future. Over the coming decade with the advent of 4k/8k television programming online, gaming and other entertainment, and services such as internet of things, regular data use by average folks will be more than even my peak professional usage is now.

Comcast, AT&T, Charter, and others are trying to set a pattern in place now that will end the historical pattern of unlimited internet access for a regular monthly fee. I have been a user of many different internet services since the days of dialup through DSL, cable, LTE wireless, and hopefully fiber soon. In all cases, my accounts have been unlimited until now. Again, I count myself as somewhat lucky and can't imagine the pains these new policies across the telco industry have been causing to millions of other Americans with no options.

Thanks for your attention.

Ticket: # 1256916 - Comcast Data Caps

Date: 10/12/2016 1:21:34 PM

City/State/Zip: Mckeesport, Pennsylvania 15135

Company Complaining About: Comcast

Description

Comcast is abusing their monopoly once again by implementing data caps. This move is clearly an attempt to force users to pick and choose what services they use based upon their data usage. A consumer should not be charged additional prices for a service they are already paying for. This will directly effect competition with Comcasts cable packages and limit it even further. With these data caps there will no longer be an option to cut the cord.

Ticket: # 1256928 - Comcast considering data caps

Date: 10/12/2016 1:22:21 PM

City/State/Zip: Boston, Massachusetts 02113

Company Complaining About: Comcast

Description

Hello,

I am a software analyst who firmly believes in the US as a hub of innovation, and I'm worried about the data caps internet service providers (ISPs) like Comcast are imposing on their customers. Natural monopolies like ISPs use data caps to maximize revenue by preventing 'cord-cutting' or using online media rather than traditional cable TV for content delivery. Data caps also enable ISPs to charge more for basic internet services because that company is often the only market participant. Market structure notwithstanding, ISPs should not be allowed to cap data usage, as it stifles innovation by reducing the end users' abilities to access crucial data. Please consider these points in your analysis of ISPs' data caps on their customers. Consumers don't often have a choice in ISP, and limiting what we can access online will only further hamper competition and American innovation in the global marketplace.

Thank you,

(b)

Ticket: # 1256966 - Unvalidated and non-open testing of data meters**Date:** 10/12/2016 1:24:19 PM**City/State/Zip:** Muncie, Indiana 47304**Company Complaining About:** Comcast

Description

Comcast recently rolled out a 1TB data cap (counting both upload and download) to most of its subscribers in central IN, myself included. The only way to enforce such a cap is with some sort of data meter that constantly monitors the data flow to and from the cable modem. Unlike gasoline pump meters, natural gas meters, or power meters, there is no oversight to ensure that the data meter monitors only a particular customer accurately. Also, unlike the above meters which only measure what you actually use inside your car or house, data meters will measure all attempted TCP or IP retransmissions due to congestion or data loss further down the line. Thus, a nefarious ISP can simply cause increased congestion on their network, with the net result of all clients that must go through that congestion having increased data usage. The end customer is not responsible for causing lost packets or having to retransmit packets, why should they be the one holding the bill? Additionally, there is no clarification that the meters do not also count required data flows to and from the cable modem that are required for it to function. We're simply to trust a company that has just been fined for Cable's version of cramming [<http://arstechnica.com/business/2016/10/fcc-comcast-charged-customers-for-things-they-never-ordered-must-pay-fine/>] and has historically been at the bottom of customer service in an industry at the bottom of customer service ratings.

Even a Comcast exec has also stated there are no technical reasons for a data caps [<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>].

With wireline service, data caps should be banned as the meters measure things that are outside of the end customer's control, there is a lack of transparency and trust of the meters, and there is no technical reason for implementing it as a network congestion control scheme due to the availability of zero-rating certain provider's content.

Ticket: # 1256934 - Comcast's Data Cap Limit

Date: 10/12/2016 1:22:29 PM

City/State/Zip: Seattle, Washington 98105

Company Complaining About: Comcast

Description

The internet provider that I am using is Comcast and let me say that I have no choice in this matter. So it has come to my surprising realization that they plan to implement a 1Tb data cap limit on home devices, and I cannot stand by this and let something like this happen. The internet should be an open and free utility as the usage of which is now pretty much engrained within our cultural fabric; to have a lack of internet is to have a lack of contact with the outside world. In addition, there have been numerous instances in which comcast and other companies that deal with data caps have repeatedly reinged on their contact and tried to bill people for usage that would be impossible given their bandwidth. (link: <https://www.dslreports.com/shownews/The-FCC-Has-Received-13000-Complaints-About-Comcast-Data-Caps-135895>) In addition the current environment of the internet would make it impossible for people to avoid reaching the data cap, especially for people like me who share their internet with a group of people. I simply cant stand by and watch as the new railroad companies decide to divide and conquer our freedom of information.

Ticket: # 1256939 - Comcast Data Caps

Date: 10/12/2016 1:22:41 PM

City/State/Zip: Blue Springs, Missouri 64014

Company Complaining About: Comcast

Description

Comcast has recently informed me of a change in my data usage. Specifically that they are going to enforce Data Caps at 1TB. This could cause several issues with regards to my work and home usage. Data Caps are not a requirement for today's society and seems to be another grab to charge users more for their service.

Ticket: # 1256942 - Data Caps

Date: 10/12/2016 1:22:56 PM

City/State/Zip: Minneapolis, Minnesota 55414

Company Complaining About: Comcast

Description

Comcast has recently announced it plans to implement data caps for the majority of its users. These anti-consumer measures stifle innovation and are solely put in place to nickle and dime customers stuck in regional monopolies. In an age where internet access is a crucial part of life we cannot allow these companies with monopolies on an essential product to implement these unfair, anti consumer measures. This is a work around for the net neutrality measures you put in place, and must be stopped.

Ticket: # 1257098 - Data Caps are Anti-Competitive and Anti-Consumer**Date:** 10/12/2016 1:33:49 PM**City/State/Zip:** Portland, Oregon 97219**Company Complaining About:** Comcast

Description

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Finally, there is no guarantee of accuracy. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Ticket: # 1256943 - Comcast data caps

Date: 10/12/2016 1:22:58 PM

City/State/Zip: Gurnee, Illinois 60031

Company Complaining About: Comcast

Description

Internet is a necessity that shouldn't be regulated by bullying ISPs that want to up charge for subpar services that are drastically overcharged and regulated. Please stop Comcas's data caps. It has been proven that it only helps line the CEOs pockets and has no effect on consumers except limit our ability to use essential utilities. Thank you.

Ticket: # 1256946 - Just.... Comcast

Date: 10/12/2016 1:23:04 PM

City/State/Zip: Cambridge, Massachusetts 02141

Company Complaining About: Comcast

Description

I'm a comcast subscriber because where I live, in Cambridge MA, I have no options other than Comcast for High Speed internet.

I'm a software engineer who works on large datasets, I watch TV online, I play video games, and Comcast's service isn't good, but it is relatively sufficient.

My streaming video fails a lot of the time, and they refuse to acknowledge that it's a problem with their service, even though I have provided them with substantial amounts of evidence. Online video games have problems, and I have had to write my own software to repair mid-stream download failures that are caused by comcast's network management policies.

They've uncapped my internet, but it used to be that our household of 4 adults were capped at 250GB, which means that we would *always* go over our cap, and our internet access would slow to a crawl. We actually resorted to paying our downstairs neighbors for access to their Comcast accounts when this happened.

I am very unhappy with Comcast's service, since every decision they have made about their network has clearly been a bad decision for me and other members of my household. Allowing them to institute hard data caps, or even the ability to charge for data à la carte will offer them more freedom with which to make their service even more unsatisfactory, and since there's no competition in the space, I can't even "vote with my wallet"

Near as I can tell, the FCC is the organization that helps me and people like me, so I'm asking for help.

Please don't allow Comcast to institute global data caps. They will use them to bleed money out of my household without offering value, and they already get paid more than what they are worth

Ticket: # 1256948 - Uncapped Internet access, for innovation in an increasingly data dependent world and user protection.

Date: 10/12/2016 1:23:07 PM

City/State/Zip: Lowell, Massachusetts 01852

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1256971 - Comcast 1TB cap is bad.

Date: 10/12/2016 1:24:43 PM

City/State/Zip: Richfield, Minnesota 55423

Company Complaining About: Comcast

Description

Comcast has implemented a data cap of 1TB which is absurd as there is no cap in the word of data. It's not like Comcast is going to run out of internet. This is an anti competitive practice to stifle their competition such as Netflix and Amazon. This also extends to software and games where comcast is hoping to limit your entertainment decisions.

Ticket: # 1256975 - Comcast Data Caps**Date:** 10/12/2016 1:24:58 PM**City/State/Zip:** West Palm Beach, Florida 33409**Company Complaining About:** Comcast

Description

As someone who uses massive amounts of data to do online gaming and for streaming services, the new comcast data caps are quite discouraging. Given that they pretty much are the only providers in my area, I hate having to watch my usage to avoid fees. It violates net neutrality and I feel that it forces me to limit usage on services such as Netflix, Hulu, and Amazon Prime Streaming. I'm left with only the choice of watching television through comcast themselves, which is something I'm not interested in doing.

Ticket: # 1257002 - Data caps are against an Open Internet and stifle progress**Date:** 10/12/2016 1:26:48 PM**City/State/Zip:** Fort Collins, Colorado 80526**Company Complaining About:** Comcast

Description

Internet service providers wish to force "data caps" on their customers, telling people that the "average consumer" will not be affected. What about the non-average consumer? What about the person whose work depends on unfettered access to the Internet? What about new technologies (e.g, 4K television) that inherently use more data? Who is overseeing these companies who so want to act like a utility service, except when it comes to being fair and open? What is to prevent these companies from hiding its procedures behind closed doors, when it directly affects the end consumer, and blatantly lying about numbers? There is no accountability. Their word becomes gospel, and there is no way to prove either way what the companies claim is true. The world is becoming more dependent on the Internet every day, from shopping to socializing to education. I believe that adding restrictions such as data caps is not only anti-consumer, but a money-grab. Many, many people are left with local and regional monopolies on ISPs, meaning these people are forced to accept this money-grab, get off the Internet, or see if they can somehow find another acceptable provider in their region. Slippery slope arguments are sometimes flawed, but if these data caps start at, say, 1 terabyte per month, what's to say that each month, the company will simply lower and lower the cap, so only their "average consumer," whatever that metric means, can afford to access their network? I understand that businesses are there to do business and turn a profit, but people being stuck, with no one else to go to, means a private corporation has complete control over access, without consumers' interests coming first, with very, very little regulation. There is no incentive for the ISP to please its customers if that ISP is the only option for access. Then again, it's seems the same way with cellular carriers, but there, there's at least competition.

Ticket: # 1256980 - Comcast's latest Escapades.

Date: 10/12/2016 1:25:16 PM

City/State/Zip: Katy, Texas 77450

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1256982 - Internet Data Caps

Date: 10/12/2016 1:25:19 PM

City/State/Zip: Middleburg, Florida 32068

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable. Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Imagine if there was a limit on how much air one could breathe. What is the problem if there is an infinite amount of it? Furthermore, those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs, but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly, most Americans don't live in that kind of free economic environment. We must take action against these acts of consumer control and provide ways for true, consumer-friendly, innovation to thrive.

Ticket: # 1256983 - Comcast data caps

Date: 10/12/2016 1:25:22 PM

City/State/Zip: Littleton, Colorado 80127

Company Complaining About: Comcast

Description

Comcast is implementing data caps on my internet usage with no transparency on how they are metering my data. This limits my ability to use a service I pay for to its fullest ability. There is no other option in my area with comparable speed.

Ticket: # 1256985 - ISP data caps

Date: 10/12/2016 1:25:32 PM

City/State/Zip: Bellingham, Massachusetts 02019

Company Complaining About: Comcast

Description

Comcast's introduction of data caps is an unfair practice. It will cripple people who choose to "cord cut" from cable and will force consumers to pay more to use content they pay for; i.e netflix, amazon prime video. Comcast also has no accurate way to track each users data usage on their archaic network. There is already a lack of competition in our ISPs adding a data cap will only hurt the people and further comcasts monopoly.

Ticket: # 1257003 - Comcast Data Cap

Date: 10/12/2016 1:26:49 PM

City/State/Zip: Springfield, Oregon 97477

Company Complaining About: Comcast

Description

Comcast is introducing a data cap on my internet service, effective Nov. 1. Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

[Ticket: # 1256986 - Data caps, comcast](#)

Date: 10/12/2016 1:25:38 PM

City/State/Zip: Denver, Colorado 80216

Company Complaining About: Comcast

Description

Comcast is rolling out data caps. The internet should be an open resource for the development of our society. These caps only serve to neuter competition and put an artificial cap on an unlimited resource. Furthermore the american taxpayer subsidized the creation of all the infrastructure needed to utilize the internet, so for an ISP to artifically restrict its use is a slap in the face.

Ticket: # 1257083 - Comcast

Date: 10/12/2016 1:32:34 PM

City/State/Zip: Vienna, Virginia 22180

Company Complaining About: Comcast

Description

data caps are ridiculous and net neutrality should be a main focus for any ISP. Comcast is the worst company ever conceived.

Ticket: # 1256999 - Comcast Data Caps

Date: 10/12/2016 1:26:29 PM

City/State/Zip: Chicago, Illinois 60641

Company Complaining About: Comcast

Description

As a resident of Chicago IL and a customer of Comcast i have been subject to there data caps that they have recently imposed. This processes goes against the idea of internet as a utility and attacks customers for no reason other than profit.

Ticket: # 1257006 - Comcast DATA CAPS!! ARE NOT RIGHT!

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

City/State/Zip: Blacksburg, Virginia 24060

Company Complaining About: Comcast

Description

Comcast's 1tb data caps on home broadband are unnecessary and nothing but a way to keep people from cutting out their cable packages(cord cutters) , I pay over \$150 a month for cable and internet and a phone line that they never even installed and if I try to get rid of all services except broadband and try to stream my TV my bill jumps to over \$100 for broadband alone and a data cap in place will be reached well under a month by multiple people streaming in a household, and with 4K coming it will be reached even faster, causing me to pay as much if not more than my current bill. This is nothing but a way to keep me from cutting out cable and it needs to change. Net Neutrality needs to be enforced and Comcast's monopoly broken; they are the only broadband in my area so they feel they can charge whatever they want and we have no choice but to pay, broadband is essential to today's world and should be treated as such, and there is plenty of evidence that Comcast's data caps are arbitrary and they don't measure usage accurately. Please reign in this monopoly so Americans can catch up to the rest of the world, thank you.

Ticket: # 1257007 - Data Caps

Date: 10/12/2016 1:27:11 PM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: Comcast

Description

I do not believe data caps should be lawful. While I feel internet access should be a utility that is monitored by the government if we are going to keep companies in charge it is only their interests being protected with these caps. The internet should be supplied to all at a reasonable amount with unlimited usage.

Ticket: # 1257009 - Comcast Data Caps

Date: 10/12/2016 1:27:22 PM

City/State/Zip: Folsom, California 95630

Company Complaining About: Comcast

Description

Comcast is a monopoly in many areas and is now starting to implement data caps on those people, including myself. I do not subscribe to their overpriced TV service and have opted for Netflix and Hulu for streaming. Because of the use of HD streaming, data caps will prevent me from being able to continue watching TV at the same rate that I already do.

In today's technology driven world, the internet has become a utility much like electricity. We do not have electricity or water limits on our homes, but now we will be seeing internet usage capped.

More businesses need to have access to the established hardware much like AT&T and MCI were forced to share their utilities years ago. We need to allow more businesses to compete in each area.

In the Sacramento region, the only other options against Comcast are providers that do not even qualify under the FCC definition of broadband internet.

These issues need to be fixed now.

Ticket: # 1257022 - Comcast Data Caps**Date:** 10/12/2016 1:28:47 PM**City/State/Zip:** Dallas, Texas 75230**Company Complaining About:** Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit..

Ticket: # 1257029 - Comcast's impending data caps

Date: 10/12/2016 1:28:59 PM

City/State/Zip: Orchard Lake, Michigan 48324

Company Complaining About: Comcast

Description

To Whom It May Concern,

Recently the United Nations indicated that Internet access is a fundamental human right. We use the Internet every day for research, entertainment, communication, and in some cases, employment.

Comcast has recently started rolling out data caps to our area which restrict what we can and cannot use the Internet for.

According to Netflix, the most popular streaming service in the world and a trusted American company, one high-definition streamed video starts at around 2GB per hour. For our family of three, at a minimum, we're using 128GB of data per month. Say one of our household members is a homemaker, and uses the television sparingly throughout the day. This value could easily escalate to a third, or even half of our bandwidth cap just for visual entertainment.

We may also want to use the Internet to browse Youtube videos, read newspaper articles, and play online games. Video games are 40GB per download, minimum, and possibly more with ongoing updates. With one child in the house, that could easily use another third of our bandwidth.

One of our household members is allowed to work from home some days of the week. Purchasing an exclusive business line at \$120-\$200 per month seems excessive just for the opportunity to save a commute is a massive barrier.

If one of our household members uses the Internet to communicate with loved ones over video chat often, a single terabyte could easily be consumed in a matter of days.

Our ISP, Comcast, is offering, for an additional \$600 per year on our already ridiculous \$1500 per year cost for Internet access, the opportunity to avoid bandwidth caps.

With no guarantee of accuracy or transparency in measuring bandwidth, this is discrimination at its very core. Without reasonable competition in the area (Comcast is the only high-speed Internet in the area offering the speeds it does,) there are no alternatives available. These practices must end.

Ticket: # 1257070 - Comcast Data Caps

Date: 10/12/2016 1:32:02 PM

City/State/Zip: Sacramento, California 95842

Company Complaining About: Comcast

Description

Comcast's data caps are unfair and hurt the consumer and potential growth of technology moving forward. 1 TB seems like enough NOW, but as we've seen in the past with the advent of streaming services, connected households, and other progressive technologies, our needs can rapidly change overnight. At my address Comcast is my ONLY option for internet. There are no competitors, unfortunately, but allowing them to make changes like this hurts everyone. Streaming 4K is on the horizon and people will utilize 1 TB quickly. This needs to stop. Please do something.

Ticket: # 1257030 - Xfinity/Comcast Data caps

Date: 10/12/2016 1:28:59 PM

City/State/Zip: Essex, Maryland 21221

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1257032 - Data caps on cabled connections

Date: 10/12/2016 1:29:03 PM

City/State/Zip: Federal Way, Washington 98023

Company Complaining About: Comcast

Description

There is no reason for data caps other than limiting access to better services because Comcast can not compete with online services.

This stifles innovation and my only other option is slow DSL.

In the areas in which this has been deployed people are being billed for data in which you can't download in the time of the month.

Ticket: # 1257036 - Data Caps

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

City/State/Zip: Lowell, Indiana 46356

Company Complaining About: Comcast

Description

Data caps are an incredibly closed minded concept by Internet companies to illicit more profits from consumers. When it is becoming commonplace to use 3-7 Gb in one hour of streaming, many households may go through a supposed cap in a week's time. Data caps are a hindrance on Internet being used as a utility.

Ticket: # 1257044 - Data Caps

Date: 10/12/2016 1:30:00 PM

City/State/Zip: Maple Valley, Washington 98038

Company Complaining About: Comcast

Description

I am a Comcast customer, not out of choice, but out of necessity. My family has become "cord-cutters," using only internet access to view all of our entertainment and news.

Comcast's decision to put a 1TB limit on our plans is obscene, and a move backwards in a nation that already suffers from too-slow speeds and little-to-no competition. People like myself are stuck with Comcast if we want anything approaching high speed internet access, and Comcast has the ability to force us into increasingly expensive and restrictive deals year over year.

It is my opinion that monopolies can be regional, and both Comcast and TWC are monopolies.

Please make the right decision on data caps, and make them illegal. Please also find a way to open up more competition in this space, so we as consumers can have more choices in who we receive our internet from. Thank you.

Ticket: # 1257045 - Comcast Data Cap

Date: 10/12/2016 1:30:05 PM

City/State/Zip: Denver, Colorado 80237

Company Complaining About: Comcast

Description

I recently heard about the Comcast data cap, and am quite upset that they are going to start charging me extra if somehow I use too much of my internet I am already paying for. I feel that this is a slippery slope that will lead to more constraints in the future. Please do not allow these proposed changes to go through. Their profit margins on these products are already excessive, and this is only going to encourage them to abuse that system further.

Ticket: # 1257064 - Comcast data cap

Date: 10/12/2016 1:31:43 PM

City/State/Zip: Lumberon, New Jersey 08048

Company Complaining About: Comcast

Description

I do NOT want a response from Comcast... The purpose of this complaint is to express my utmost displeasure to the FCC in regards to the data cap policy that Comcast is currently implementing on their user plans.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable, and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed?:

1) There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

2) Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common, using 7gb of data for an hour of video streaming becomes common place. Thus, users affected by data caps will hit their limits more easily causing them to be charged overages. This will influence users to drop Netflix in favor of less data intensive services, which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use download services like Steam will be hit just as hard, especially as the size of games increases. Data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

3) Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1257069 - Comcast Xfinity applying data caps to internet plan

Date: 10/12/2016 1:32:00 PM

City/State/Zip: Seabrook, Texas 77586

Company Complaining About: Comcast

Description

I received an email from Comcast stating that on Nov 1st 2016 they will be applying a data cap of 1 Terabyte to my internet plan. The only choice I have in my area is Comcast, so there is no other option but to use their service. If I go over their plan the charges are huge. I would have to pay an additional \$50 for unlimited data. This is ridiculous!!!

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-ca...>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

In this day and time internet is as necessary as electricity and water. We are given no choice due to the monopoly they have. How is it that we as consumers are given no choice but to use a corrupt company to provide a necessary service. Given their history the data given will keep lowering until I am forced to pay huge amounts of money or acquire fees if I go over their data cap limit. This is robbery and they have gotten away with this for years. They have already been voted worst customer service several years in a row, plus FCC's biggest cable fine ever for charging customers for products and add ons they never ordered.

Thousands of people are complaining yet nothing is being done

Ticket: # 1257075 - ISP Data Caps (Comcast)**Date:** 10/12/2016 1:32:11 PM**City/State/Zip:** Port Richey, Florida 34668**Company Complaining About:** Comcast

Description

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit. There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth. Source: /u/ReadingTheAir

Ticket: # 1257092 - Comcast data caps

Date: 10/12/2016 1:33:29 PM

City/State/Zip: Wsmr, New Mexico 88002

Company Complaining About: Comcast

Description

Data caps are designed to stifle streaming options like Netflix, not to mention I should be entitled to 150 MB download speeds and all the Internet data that comes with that. This is an not an example of a open Internet, and I'd like the FCC to intervene.

Ticket: # 1257087 - Data caps complaint

Date: 10/12/2016 1:32:59 PM

City/State/Zip: Denver, Colorado 80205

Company Complaining About: Comcast

Description

I'd like to file a complaint in regards to Comcast's expanding data caps, but truly in regards to data caps in general.

PLEASE really analyze why these are being implemented. They are anti-consumer and anti-competition, and purely a grab for more profits. We are practically the ONLY country that is being subjected to data caps in this day and age, and we are already MILES behind in speed because of these same antiquated and draconian laws.

This is unacceptable, yet consumers wishes are being steamrolled. The US used to be the most innovative country that others looked to, but we are continuously falling behind, and will only continue to do so as Comcast and others prioritize wealth and greed over progress.

I am ashamed of how far we have let this go. Please do something and reign in our ISP bullies.

Ticket: # 1257089 - Data Caps from ISPs

Date: 10/12/2016 1:33:11 PM

City/State/Zip: Baltimore, Maryland 21224

Company Complaining About: Comcast

Description

The growing trend of ISP imposing data caps on users is very worrying. As a citizen I believe that an open internet is the only way for our economy to grow into the next century. Data caps along with the already extremely limited competition in this space is a recipe for a race to the bare minimum internet connection at the highest price. This is bad for consumers, small businesses, online students, teachers, and the general population. The only ones to benefit are the few (comcast, timewarner, verizon) monolithic ISPs operating in our country. Please consider altering the rules to ensure a level playing field for new ISPs (preventing regional monopolies) and an expectation that users will not be nickle and dimed for every web page they load. Thank you for your time and consideration on this matter.

Ticket: # 1257093 - Uncapped Internet Access**Date:** 10/12/2016 1:33:39 PM**City/State/Zip:** Houston, Texas 77095**Company Complaining About:** Comcast

Description

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Ticket: # 1257100 - Data caps

Date: 10/12/2016 1:34:02 PM

City/State/Zip: Saint Clair Shores, Michigan 48081

Company Complaining About: Comcast

Description

I vehemently oppose data caps imposed by internet providers; I don't believe they should be legal. My ISP is currently imposing a cap on my internet for no good reason other than pure unadulterated greed. This must not be allowed as a few years from now we will be using a lot more data, which will allow predatory ISP's to cash in on unscrupulously. Thank you for taking the time to read this concern of mine.

Ticket: # 1257130 - Data Cap Roll Out in the Pacific Northwest (Comcast)

Date: 10/12/2016 1:35:49 PM

City/State/Zip: Portland, Oregon 97211

Company Complaining About: Comcast

Description

Beginning in November, Comcast (the only real option for ISP provider in the Portland OR area) will be rolling out a 1TB Data Cap to all it's customers.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. This is an unfair practice that brings back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

I'm writing this email in hopes this will raise public awareness of this issue and flood you, the FCC, with our community's complaints and input so we don't have to deal with a stifled internet.

Thank you for you time and consideration with this issue. I trust you see our point.

- (b) (6)

Ticket: # 1257107 - Comcast Data Caps

Date: 10/12/2016 1:34:23 PM

City/State/Zip: West Lafayette, Indiana 47906

Company Complaining About: Comcast

Description

Comcast has recently notified me that they will be placing a data cap on my connection. While I do not anticipate being impacted by this cap, I believe that this data cap is unnecessary. If it were not for the lack of competition for internet providers, I would have already terminated my contract with Comcast. However, the lack of competition means I have no alternative but to accept the cap. The cap is not a response to market pressure, but a classic example of a monopoly enterprise leveraging their position.

In addition, the measuring of data usage is poorly regulated and opaque. Without additional regulation or transparency, how can there be any confidence that Comcast is not abusing their position to misreport usage. Without oversight and a competitive alternative to Comcast, my ability to leverage any of my market power is effectively taken away by the actions that Comcast has taken to cut off markets to better alternative providers.

In addition, Comcast data caps are anti-competitive. The cap is designed such that people are less likely to select a streaming service such as Netflix or Amazon Prime. This form of vertical integration and price adjustment to discourage competition should not be allowed and is counter to allowing a market to operate efficiently.

Comcast and its anti-competitive actions are destructive to innovation and are inappropriate. Again, if any legitimate alternative were available I would gladly and quickly switch providers in a heartbeat, but the regulatory structure pursued by Comcast has resulted in a lack of choices for me.

I appreciate you considering my concerns and attempting to fix some of these issues on my behalf.

Ticket: # 1257115 - Data Caps

Date: 10/12/2016 1:34:58 PM

City/State/Zip: Manchester, New Hampshire 03101-1949

Company Complaining About: Comcast

Description

My internet service provider, Comcast, is rolling out mandatory data caps on a resource which is unlimited. Comcast wants to charge even more for a service which already has a 97% profit margin. There is no reason for this, and as a consumer I have no other choice than Comcast. Do not let them abuse me due to my lack of options.

Ticket: # 1257124 - Comcast Data Cap

Date: 10/12/2016 1:35:31 PM

City/State/Zip: Aurora, Illinois 60504

Company Complaining About: Comcast

Description

Current ISP: Comcast

Only other alternative: AT&T

Comcast & other ISPs are implementing or have implemented data caps for internet service in an attempt to force us to subscribe to expensive services we do not want. AT&T, for example, would happily waive data caps if we subscribe to TV service as well. Point is, data consumption is higher for subscribers with no TV service.

FCC should make data caps illegal or very high like 10TB+ per month so we can discontinue TV service if we wish and unbundle. This will help me save \$600+ per year. At least. Please stop this uncompetitive practices by monopoly / duopoly ISPs. Thanks

Ticket: # 1257126 - Data Caps

Date: 10/12/2016 1:35:39 PM

City/State/Zip: West Hollywood, California 90046

Company Complaining About: Comcast

Description

Data caps are anti consumer, anti progress, anti innovation and anti freedom. It's bad bussiness and rakes consumers over the coals when they have no other choice of service provider in their area. It's plain to see there is blatant abuse of anti monopoly laws, and companies are taking advantage of the monopolies they have to price gouge consumers at an alarming rate. If these practices are to continue, there is no doubt in my mind this will lead to greater offenses, and stifle progress and innovation. It is greed pure and simple, and the american people are paying the price for that greed and being taken advantage of. Data caps are blatant price gouging systems, and it's a problem that can only get worse if they are allowed to continue. Please do something about them.

Ticket: # 1257137 - Internet Data Cap**Date:** 10/12/2016 1:36:25 PM**City/State/Zip:** Portland, Oregon 97215**Company Complaining About:** Comcast

Description

My complaint is two-fold: Comcast never made me aware of any data cap or plan to initiate a data cap & a data cap inhibits my ability to have options other than Comcast for television/movies/streaming services. Two comcast reps told me that I had a data cap as of July (it's currently October) and I could not confirm from my account. At no point was I alerted that a data cap had been initiated. When I called to cancel my account, the rep tried to tell me that the cap would not be in place until November. I asked why I was never informed and the rep told me there was no reason for me to be alerted unless I went over my allowance.

A data cap is inherently monopolizing to the people as it will force them to utilize only the service provider's options. If allowed, this data cap practice will spread to other providers and severely limit access to the internet for the public. Even if an "unlimited" access option were available, it would be cost prohibitive to obtain as internet rates are already very expensive. Secondary, customers should be alerted to any data cap in advance by the service provider directly.

Ticket: # 1257139 - Comcast data caps

Date: 10/12/2016 1:36:38 PM

City/State/Zip: Bremerton, Washington 98312

Company Complaining About: Comcast

Description

I have no other option in my area other than Comcast. As of Nov 1, I will be paying the same amount for capped 1tb data as I was for unlimited. The service is now a fraction of what it was.

Data caps are anti-competitive and leave me with no other options. Want to drop tv service and subscribe to Netflix or Hulu? Good luck staying under your data cap. Have more than two people living at your house? Video games? Online streaming? Going to school online? Good luck!

Also, my only tool of measurement for how much data I will have used is being provided by Comcast? After years and years of being hosed by Comcast, I'm just supposed to trust they will accurately monitor how much data I'm using?

Ticket: # 1257141 - Data Caps are Unacceptable**Date:** 10/12/2016 1:36:42 PM**City/State/Zip:** Spring, Texas 77382**Company Complaining About:** Comcast

Description

Hello,

I am a Comcast customer in the Houston area, where Comcast recently implemented their 1TB data cap. While 1TB is a lot of a data, and it's not an unreasonable figure for some consumer, the truth is, it's a flawed principle to instill data caps in the first place. No additional operational costs are incurred whether I use 500 GB or 1,500 GB. The fact that Comcast is targeting high consumption of an unlimited resource is absurd. It's also particularly troubling that they can very easily shut down competition in a lot of areas simply because they have infrastructure that was so heavily funded by government funds. Their infrastructure is basically equivalent to that of any other utility, but they still push taxes and fees on their customers.

Thank you for your time,

(b) (6)

Ticket: # 1257142 - Data Caps

Date: 10/12/2016 1:36:49 PM

City/State/Zip: Auburn, Washington 98001

Company Complaining About: Comcast

Description

Comcast's implementation of data caps is completely arbitrary and solely a money grab. One need only look at their new billing policy of \$10/50GB capped at \$200, but if one signs up for unlimited data at an additional \$50/month, the cap vanishes. Why would comcast continue billing after the first \$50 of data overages and roll a customer into the unlimited plan? This is a completely draconian policy by Comcast.

The internet needs to be left neutral for all to enjoy, and data caps will limit access and limit the full enjoyment of what it has to offer. As our world continues it's advances to the digital area, policies like this will only limit innovation and advancements by limiting content providers ability to deliver the quality product desired by the consumer.

Please stop Comcast, and all data providers from arbitrary data caps and billing policies.

Ticket: # 1257227 - Comcast Data Cap

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

City/State/Zip: Rancho Cordova, California 95670

Company Complaining About: Comcast

Description

As of Nov 1st, Comcast is going to place a 1TB data cap on it's customers.

I do not believe that Comcast can/should place a data cap on its customers, per net neutrality. It doesn't matter if most customers will not hit the cap.

Ticket: # 1257145 - Comcast Data Cap

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

City/State/Zip: Willows, California 95988

Company Complaining About: Comcast

Description

Comcast's new Data Cap on home internet is a severe violation of, what I see as the right to internet for all. Sure, 1 TB of data is a lot, but what is next? In a year, it might drop to 500GB, then 100GB, then what, we pay per GB?

The idea of a Data Cap on internet does not make sense. It is a way to control the customer and stifle competition. This is a money grab. It should be illegal.

Look into this and prevent this from happening in the future.

Ticket: # 1257223 - Data caps

Date: 10/12/2016 1:42:26 PM

City/State/Zip: Seattle, Washington 98166

Company Complaining About: Comcast

Description

Comcast is going to be setting data caps on my service after I signed up for a 2 year contract with no mention of the data caps. I have no other ISP option in my neighborhood to combat the Comcast monopoly.

Ticket: # 1257156 - RE: Data Cap

Date: 10/12/2016 1:37:50 PM

City/State/Zip: Corvallis, Oregon 97333

Company Complaining About: Comcast

Description

The newly implemented Data Cap in my area will severely limit my personal freedom and those of millions of Americans. As more and more entertainment and services are accessed through the internet these data caps only serve to grab cash from consumers where Comcast acts as a monopoly. From unexpected rate hikes and other issues Comcast is quickly losing my trust as a consumer. It was explicitly said that my monthly fee would stay at \$49.99, however, with my recent hike to \$82.95 I expect unfiltered and unrestricted access to the internet.

Ticket: # 1257168 - Comcast Internet Data Cap

Date: 10/12/2016 1:38:32 PM

City/State/Zip: Lino Lakes, Minnesota 55014

Company Complaining About: Comcast

Description

Earlier this month, my one and only choice of cable Internet Service Provider (ISP), Comcast, sent me notice of the implementation of a 1 Terabyte (1TB) monthly data cap. As a daily user of the internet who occasionally downloads large amounts of movies, television, and video games (via Netflix and PlayStation), this is unacceptable. Comcast attempts to justify these caps by saying that "99% of users are unaffected." If that's the case, why implement data caps at all?

As access to the internet becomes more and more necessary for modern societal daily living, it seems to me that it should evolve to be more and more like any of the other daily necessities delivered to my home: water, electricity, gas, etc. Each of these utilities is metered and my usage is made available to me, unlike the impending Comcast data cap. In fact, I have no way of checking to make sure Comcast is tracking my usage correctly. These legacy utilities are also subject to laws and regulations that ensure consumers - who often have but one choice of utility company - are charged a fair and competitive price. At this time, there is no such regulation for my cable company, and, like I said, I have but one choice of cable company.

Since most of an ISP's overhead is one-time infrastructure, the cost to deliver data is more dependent on the speed that it is delivered. Higher speed equates to better equipment, which equates to a higher cost. Most, if not all, customers are already charged by the SPEED at which data is brought to their home. The AMOUNT of data transmitted does not heavily factor into an ISP's overhead, thus why should consumers be limited or have to pay for access to more data?

Lastly, examining the publicly available data, it is not hard to come up with the really reason Comcast wants to implement data caps. A large amount of data is already flowing across Comcast's network from video streaming services such as Netflix, Amazon, etc. If Comcast can get their customers to drop these services because of insufficient data to continue to stream them, Comcast finds itself in the position to offer it's own television & movie streaming service. Comcast could offer it's customers the unique bonus of having the data used accessing Comcast's streaming service to not count against the data cap, effectively restoring the market share that they may have lost when customers "cut the cord" on their Xfinity television service. This would likely be in concert with Comcast lowering the data caps they've already put in place because nobody bothered to fight them on it.

Please rule that data caps are illegal and unnecessary. Please help consumers hold on to what little power we have remaining when choosing and purchasing internet service.

Ticket: # 1257177 - Comcast Data Caps

Date: 10/12/2016 1:38:56 PM

City/State/Zip: Bellingham, Washington 98225

Company Complaining About: Comcast

Description

We are experiencing the continued abuse of a monopoly as Comcast issues data caps for its service. The break the monopoly that Comcast holds over its captive citizens and designate the infrastructure as public utility with ISPs providing service over said public utility.

Please break up Comcast by legally honouring the United States antitrust laws currently in existence.

Please designate current infrastructure as public utility - thus ending the gross abuse of Comcast's collection of money into their own private pockets and instead sending money paid by consumers to upgrading our aging infrastructure to join other first world nations internet speeds.

Ticket: # 1257179 - Comcast data caps.

Date: 10/12/2016 1:39:02 PM

City/State/Zip: Boston, Massachusetts 02215

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

What we need to do:

How do consumers collectively fight this when they have little recourse in their choice of ISP? The FCC is currently investigating data caps as a practice. If we as consumers just accept data caps the FCC will have less reason to crack down so it is imperative that the public puts pressure on the FCC. We're back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Some users may be currently exempt from data caps but this behavior will absolutely roll down hill to other ISPs once they realize that consumers will accept it. Then you'll have to deal with your own little small town version of Comcast with little recourse.

Ticket: # 1257180 - Comcast 1TB data caps in and around Portland, OR

Date: 10/12/2016 1:39:03 PM

City/State/Zip: Vancouver, Washington 98663

Company Complaining About: Comcast

Description

Comcast is implementing 1TB/mo data caps in Portland, OR. Competition from other ISPs is extremely poor. There just aren't other decent options for internet access here.

We want unmetered internet access, and strongly criticize adding data caps.

Ticket: # 1257184 - Data caps

Date: 10/12/2016 1:39:24 PM

City/State/Zip: San Rafael, California 94903

Company Complaining About: Comcast

Description

I am writing because Comcast has begun to roll out data caps in a majority of their markets. While they claim that customers have always had data caps, the fact that they were never enforced previously and are suddenly enforced now, now that Netflix and other video streaming services are gaining popularity, this use of enforced data caps can only be viewed as anti-competitive. Comcast is fighting a losing battle, instead of them improving their product and competing fairly, they have resorted to extortionary methods that impact their customers the most.

What is worrying is that the data caps are a fairly high amount as of now. For many people 1tb of data in a month would be a substantial increase from their average, but the enforcement of data caps is only used as a cash grab before hopefully someone like the FCC will cut it short.

Please do not allow Comcast to further encroach their control on the American people. They are a power and money hungry corporation that is not afraid to do morally and legally questionable things to make an extra buck. They are one of the biggest threats to the prospect of actual true Net Neutrality. Please do not let them kill it.

Ticket: # 1257207 - Internet Caps

Date: 10/12/2016 1:41:12 PM

City/State/Zip: Houston, Texas 77086

Company Complaining About: Comcast

Description

I don't pay \$100+ for data caps on my internet. Stop them from capping my internet and charging me more for things I don't need.

Ticket: # 1257199 - Comcast Data Caps

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

City/State/Zip: Fort Collins, Colorado 80521

Company Complaining About: Comcast

Description

Comcast has instituted 1 TB data caps in my area. As of now this does not impact me. However, it is a slippery slope and I know it will only be a matter of time until I am paying extra for the data I use. This is upsetting to me because Comcast basically has a monopoly on highspeed broadband in my area.

Ticket: # 1257202 - Comcast imposing data caps in my area

Date: 10/12/2016 1:41:03 PM

City/State/Zip: Issaquah, Washington 98029

Company Complaining About: Comcast

Description

Comcast is the only high speed internet provider available at my home. Recently, they announced that they would be changing the details of my service with them by imposing a data cap. Previous statements by Comcast executives have confirmed that these data caps are not necessary to ensure the technical integrity of their network and are purely a means to drive additional income. Furthermore, the caps are sufficiently low as to limit consumer choice of video entertainment services such as Netflix while exempting their own on demand video offerings from this cap. As I have no recourse in the noncompetitive broadband market, I urge the FCC to curtail this monopolistic overreach by rejecting data caps.

Ticket: # 1257206 - Comcast Data Caps**Date:** 10/12/2016 1:41:11 PM**City/State/Zip:** Burnsville, Minnesota 55337**Company Complaining About:** Comcast

Description

Greetings,

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I've been a Network Engineer for 5 years and I find it completely unreasonable that any company try and limit an unlimited resource such as bits over a wire. Until electricity runs out, data is not, and will never be, a finite resource. There is no "hoarding" of data or one person obtaining more data while his or her neighbors are restricted from having data because of their neighbors. This is an anti-consumer move, and everyone involved knows it. Measurements on how much it costs to move Gigabytes of data have reported the cost being fractions of pennies. I personally work with networking equipment that can handle terabits per seconds of switching capability and our least concern is how much the electricity to move immense amounts of data across our networks will end up costing the data centers that house this type of equipment.

The method Comcast is implementing these data caps is also done in a very unprofessional and shady manner. They know that at today's current online streaming and data requirements for the average home will likely not exceed 1TB in a month. However, they also know that 4K Netflix, TV's, 4K games, Virtual Reality are all right around the corner to become the standard in many homes across the United States. This is a limitation for 5, 10 years in the future and it sets a VERY dangerous precedent. They are getting the US population to be "okay" with data caps because it currently doesn't affect a majority of homes. These unreasonable caps will begin to affect more and more households as media formats increases in size as technology progresses.

Additionally, ISPs such as Comcast have regional monopolies in many areas, creating a lack of choice for many households. Satellite internet is not a viable choice for any household that desires to play video games or stream HD content and can be very expensive. This leaves many customers with a single ISP that will unfairly charge them for an unlimited resource with no other options. How is this fair? Comcast knows this and will continue to screw over their entire customer base until a greater authority steps in, such as the FCC.

The Internet has become a near necessity for many people already in developed countries all over the world, and that number is growing. We cannot let corporate greed overtake one of the most important resources for advancement of technology, research, news, science, and media that our species has access to. I plead, as a field expert in networking, to ban data caps US-wide for home internet. I will not go into the technical reasons why there is no scientific reason to limit the amount of data provided to a house. The only technical limitation to internet to homes should be active bandwidth (how much data can I use at any given time, 10 mbps, 50 mbps, 100 mbps, 1 gbps, etc.) The price of a higher on-demand bandwidth should be higher than those of lower bandwidth connections, this IS a limited resource, as over-subscription on aggregated links is a real, constant battle that network engineers deal with all over the world in data centers, WANs, LANs, etc. It will NEVER be a problem of how much data traveled over the link in a month.

Thank you for your time.

Ticket: # 1257216 - Xfinity data caps

Date: 10/12/2016 1:42:00 PM

City/State/Zip: Point Pleasant, New Jersey 08742

Company Complaining About: Comcast

Description

Xfinity should not be able to make data caps in areas of service. A lot of areas are monopolized by Comcast, and data caps are just an excuse to milk more money from customers. With 4k displays slowly becoming affordable, one hour of streaming ultraHD content can use about 7Gb of data, which is ridiculous if the cap is 1TB. The internet is an everyday thing for many people, from students to employees, and for it to be restricted like that is ridiculous.

Ticket: # 1257222 - Comcast Data Caps

Date: 10/12/2016 1:42:07 PM

City/State/Zip: Atlanta, Georgia 30319

Company Complaining About: Comcast

Description

I moved to a different city to be exempt from the Comcast data caps since I conduct business from my home regularly. The limit on the amount of data I can use is a hindrance to my ability to make a living. This needs to be stopped, NOW! This is a gross overexertion of the allowable monopoly called Comcast, there is a reason they have been voted worst company. Please listen to the people and not lobbyist.

Ticket: # 1257232 - Data caps being allowed by monopolies like Comcast

Date: 10/12/2016 1:42:59 PM

City/State/Zip: Albany, Oregon 97321

Company Complaining About: Comcast

Description

As long as Comcast and other companies like them are allowed to exist as a monopoly, they are free to think up new ways to screw over their customers with no recourse for them, and no choice for me. Comcast is starting to roll out data caps in my area and with no other options for high speed internet I am forced to just take it. This is unacceptable with a service as important as internet service.

Ticket: # 1257234 - Data Caps

Date: 10/12/2016 1:43:04 PM

City/State/Zip: Bellaire, Texas 77401

Company Complaining About: Comcast

Description

Data Caps are unconstitutional. The whole purpose of the cap is to create an artificial limit on a resource that is unlimited. This is a system of control to try to bleed out as much cash ISPs can from people who have no other ISP options. Many times, when people want to make a change to a different provider, they are met with similar policies. Internet usage and data are integral to the future of civilization as the planet will only become more and more dependant on these methods of storage and searching. Please lead the way in making these types of scams illegal so we can have an unadulterated Internet for future generations.

Ticket: # 1257515 - Home ISP Data Caps Comcast

Date: 10/12/2016 2:03:38 PM

City/State/Zip: San Jose, California 95128

Company Complaining About: Comcast

Description

Data Caps are bad. Limits competition with Netflix and other on demand video providers. Can't change ISP because of local monopoly.

Ticket: # 1257244 - data cap on home internet usage

Date: 10/12/2016 1:43:58 PM

City/State/Zip: Quincy, Illinois 62305

Company Complaining About: Comcast

Description

comcast has begun enforcing 1tb data caps in our area which makes it nearly impossible for us to discontinue using cable tv and changing to another an online streaming service Comcast is the only service provider in our area that provides adequate speed to support internet usage from a family our size yet continue to use their cable\ISP monopoly to force consumers to either pay them additional \$50\month for unlimited or go without proper internet due to them being the only service provider in our area. Please consider restricting cable\ISP providers ability to strike agreements with local cities that only allow cable\ISPs to be the only provider in an area.

Ticket: # 1257248 - Data Caps

Date: 10/12/2016 1:44:12 PM

City/State/Zip: Wilmington, North Carolina 28409

Company Complaining About: Comcast

Description

I'd like to officially complain about Comcast's data caps rolling out in November. It is absurd that in 2016 we have wired data caps. There is no guardsmen of accuracy or transparency, it discourages competition, and we have little choice of what ISP we must subscribe to. Please eliminate data caps.

Ticket: # 1257261 - Comcast Capped Bandwith

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

City/State/Zip: Westfield, Indiana 46074

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

[Ticket: # 1257295 - Comcast introducing abusive data caps](#)

Date: 10/12/2016 1:47:47 PM

City/State/Zip: Revere, Massachusetts 02151

Company Complaining About: Comcast

Description

Comcast is introducing abusive data caps all over America for no good reason other than to further their greedy self interest. They are exploiting citizens who have no other choice for high speed internet because they have total power in many regions.

Ticket: # 1257273 - Data caps

Date: 10/12/2016 1:46:21 PM

City/State/Zip: Auburn, Alabama 36830

Company Complaining About: Comcast

Description

I do not agree with new mandatory data caps with ISPs.

Ticket: # 1257278 - Data caps

Date: 10/12/2016 1:46:31 PM

City/State/Zip: Fountain Valley, California 92708

Company Complaining About: Comcast

Description

I am writing to complain about the data caps that Comcast is imposing on it's customers. I do not want to see this practice expand to my ISP. Data caps are a terrible precedent that is very anti consumer.

There is no way to confirm how accurately the ISP is tracking a customers actual data rate. Applying caps also discourages cord cutters (people ending their cable/satellite TV plans). This is an obvious attempt to scare consumers to keeping their subscriptions as using streaming services exclusively would increase your data useage. A vast majority of consumers have little not options on what broadband vendors they can use.

Please advocate for the consumer and ensure that data caps on broadband is not allowed.

Thank you for your time.

Ticket: # 1257466 - Data capping in 2016

Date: 10/12/2016 1:59:34 PM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: Comcast

Description

I'd like to call to your attention the trend of data caps being pushed out by ISPs and the new push to bring these to more and more states around the US. These caps will be a very bad thing for our countries development and the citizens within it. Here are a few reasons:

It's anti-competitive. These data-caps allow the ISPs to direct their customers to certain forms of media of their choosing. Imagine that Comcast, who owns NBC, makes the NBC.com site not count against a customers data cap. Meanwhile, watching Vice.com does. Which do you think the majority of people will choose? This is already happening with mobile carriers.

In the world of networking, data caps make no sense. I work in the technology industry and have spent years of my life learning and understanding how the internet works. The idea of data caps themselves do not make sense in terms of network load management as these ISPs claim. Data itself is not a finite resource. An ISP does not need to purchase more infrastructure to give you more gigabytes of data. What is finite is the rate at which you can consume data. We already see this limitation naturally occur during busy periods for ISPs. Ever have your YouTube video buffer? That's a real cap. The invention of capping the amount of data you can consume per month has no real reason behind it, other than a way to pad an ISPs bottom line.

It hinders the progress of technology. We already have 4K video, and a 1TB cap is already insufficient for most consumers who want to make use of this technology. Here's a good example of this limitation in the eyes of a consumer:

"Streaming in 1080p on Netflix takes up 4.7GB/hour. So a regular one-hour episode of something debiting less than 5GB from your allotment is no big deal. However, with 4K, you've got quadruple the pixel count, so you're burning through 18.8GB/hour. Even if you're streaming with the new h.265 codec—which cuts the bit rate by about half, but still hasn't found its way into many consumer products—you're still looking at 7GB/hour. But you're not watching just one episode, are you? Of course not! You're binging on House of Cards, watching the whole series if not in one weekend then certainly in one month. That's 639 minutes of top-quality TV, which in 4K tallies up to 75GB if you're using the latest and greatest codec, and nearly 200GB if not. That means, best case scenario, a quarter of your cap—a third, if you're a U-Verse customer with a 250GB cap—spent on one television show. Throw in a normal month's internet usage, and you're toast."

This is not something which will be impacting us a year or two from now. This impacts everyone in a very real way even if they aren't aware that it is happening.

Hopefully with this submission and many others coming out against data caps, some very careful thought is put in to regulating the future of our internet and these caps are thrown out as the bad idea they have always been.

Thanks for your time.

Ticket: # 1257315 - Comcast Datacaps

Date: 10/12/2016 1:49:09 PM

City/State/Zip: Davis, California 95616

Company Complaining About: Comcast

Description

Something needs to be done about this blatant abuse of market share. There is no technical reason to have data caps, it is simply there to garner more customers to Comcasts cable services.

Something needs to be done about this, Comcast is too large and Internet too important to be allowing a monopoly to squeeze people whenever it wants.

Ticket: # 1257282 - Internet Service Provider using a Data Cap

Date: 10/12/2016 1:46:47 PM

City/State/Zip: San Luis Obispo, California 93401

Company Complaining About: Comcast

Description

I'm using Comcast as my ISP and have been going over my data caps each month for using Netflix and HBO GO. Comcast hasn't been able to explain over the phone why my usage has been so high despite my low level of Internet service. I keep having this issue each month and have to keep calling them to try and resolve the extra data capture charges. Please eliminate they're ability to use data caps.

Ticket: # 1257286 - ISP Data Capping

Date: 10/12/2016 1:47:05 PM

City/State/Zip: Brooklyn, New York 11211

Company Complaining About: Comcast

Description

Currently experiencing data capping on Internet services provided by Comcast. This is an unlawful and a consumer control measure and stifles competition.

Ticket: # 1257299 - Data caps are going to stunt innovation

Date: 10/12/2016 1:48:13 PM

City/State/Zip: Concord, California 94521

Company Complaining About: Comcast

Description

Comcast has recently put in place 1TB datacaps, or limits, or whatever they are calling it today, on their networks. With the limited choices we have for providers it forces us to use this kind of service. We already pay hundreds of dollars a month for access to fast networks (150mbps) which could chew through that limit very quickly. Furthermore as 4K streaming picks up we will be force into limiting what we watch. At 25mbps (streaming requirements for 4K) you are limited to 95 hours of streaming before you hit the cap, and that is if they ONLY thing you do is stream which is most definitely not the case for most folks out there. If we humor that and say we are only going to stream, then you are limited to just over 3 hours a day of streaming, and unless you live alone that means it gets split up between whoever is watching, and in my house that would leave me at one hour of streaming per day.

Please, we need to put a stop to our ludicrously slow internet speeds, and inane data caps. I will be leaving Comcast for this reason and heading to Sonic, where, while I will have slower internet, they do not enforce data caps.

Ticket: # 1257302 - Comcast data caps

Date: 10/12/2016 1:48:24 PM

City/State/Zip: Concord, New Hampshire 03301

Company Complaining About: Comcast

Description

Comcast has issued data caps to many states which negatively affect all citizens. Limiting information and forcing them to use services provided by Comcast directly. This is especially bad as there are often no other options for internet providers. While it doesn't affect me directly just yet, it is only a matter of time before it becomes a company-wide policy.

Ticket: # 1257307 - Comcast Datacaps

Date: 10/12/2016 1:48:46 PM

City/State/Zip: Pacifica, California 94044

Company Complaining About: Comcast

Description

Data caps that are rolling out beginning of next month (November 1st, 2016) are strictly a way for Comcast to extract more money out of their users for a service that they already pay for. Data caps are a fabricated necessity, and with data usage always increasing, will become a fast limitation on a consumers ability to access services that they already pay for. In many areas Comcast is already the only viable option for high speed internet, and by artificially limiting the amount of data that can flow, Comcast is controlling a consumers ability to access information. As a consumer, if I am paying Comcast \$80 per month for 50mbps/10mpbs line, then I should be able to utilize those speeds for any amount of data. Comcast is now limiting the rate at which data flows, limiting the amount of data that flows, and blocks other competitors from taking their business through legislation. This leaves the consumer with a very limited set of choices.

Ticket: # 1257313 - Data cap

Date: 10/12/2016 1:49:04 PM

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

Company Complaining About: Comcast

Description

Data cap is too limiting. Large family results in quick overcharging

Ticket: # 1257342 - Data Caps 1TB/Month

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

City/State/Zip: San Jose, California 95116

Company Complaining About: Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1257323 - Issues with Internet Data Caps**Date:** 10/12/2016 1:49:45 PM**City/State/Zip:** Austin, Texas 78753**Company Complaining About:** Comcast

Description

This is a general complaint that applies to the majority of internet subscribers in the United States, rather than exclusively myself. Internet service providers have monopolies in parts of the United States, which allows them to shape the market in ways that benefit them and hurt consumers unfairly. In particular, internet data caps allow companies such as Comcast to discourage the use of high-bandwidth video streaming content such as Netflix, in order to force consumers to subscribe to their cable television packages instead. This restricts content availability to many consumers, who have no choice but to subscribe to the one internet service provider in their area. Additionally, data caps stifle innovation in a 21st century world which is increasingly reliant on internet access for nearly all aspects of life. Another problem with internet data caps is that there is no governing body to verify the accuracy of data usage measurements. Comcast currently uses private services that use undisclosed methods to measure internet data usage. Frequently, these measurements are wildly inaccurate and result in high fees passed on to the targeted consumer. I urge you to ban internet data caps in order to protect competition between media consumption formats, protect innovation and productivity in a modern world, and limit the power that internet service providing monopolies have over their targeted consumers.

Ticket: # 1257331 - Comcast Data Caps

Date: 10/12/2016 1:50:26 PM

City/State/Zip: Missouri City, Texas 77459

Company Complaining About: Comcast

Description

Comcast has implemented a data cap on my service. This policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. I simply will not stand by as Comcast takes a monopoly of the market for internet usage in my area.

Ticket: # 1257333 - Internet Data Caps

Date: 10/12/2016 1:50:30 PM

City/State/Zip: Roselle, Illinois 60172

Company Complaining About: Comcast

Description

I just want to express my concern on the issue of internet data caps that companies like Comcast are beginning to initiate. I know the FCC is currently investigating data caps as a practice, and I think this is a terrible idea and just money grabbing. With the increased amount of content consumed over internet, that will continue to grow, users will not be able to enjoy their internet without accumulating additional fees. Please help work to stop this, thank you.

Ticket: # 1257341 - Comcast's / Xfinity 1 TB data caps

Date: 10/12/2016 1:50:47 PM

City/State/Zip: Englewood, Colorado 80113

Company Complaining About: Comcast

Description

Comcast/Xfinity has announced a monthly data cap of 1 terabyte in Colorado. We were provided approximately one month of notice for this change when the data offered was previously unlimited. There has been no pricing change even though my data will now be limited before I incur a surcharge.

This is a yet another way to increase costs to customers who use the internet for their media consumption (i.e. Netflix) more than Comcast's cable TV service (which I do not have). Additionally, with the upcoming 4k content and availability of PC games to download (most of which are of considerable size), the timing of this data cap demonstrates, again, this is not in the best interests of consumers. Lastly, municipal laws within some cities of Colorado prevent competition and limits the choices of consumers.

Thank you for your time and efforts to look into this matter and lobby on behalf of consumers everything for an open internet.

Ticket: # 1257344 - Comcast Data Caps

Date: 10/12/2016 1:50:54 PM

City/State/Zip: Hopewell, Virginia 23860

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1257346 - Data Caps

Date: 10/12/2016 1:50:58 PM

City/State/Zip: Buckley, Washington 98321

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1257349 - Comcast and their data caps

Date: 10/12/2016 1:51:08 PM

City/State/Zip: Lancaster, Pennsylvania 17601

Company Complaining About: Comcast

Description

I am very concerned about Comcast's new data caps. I am being forced to use their product already since it is the only one in my area. If they implement their data caps, I will be forced to limit my use on Netflix and other streaming services that I am paying for. The internet has become a necessity in everyone's' lives so this should be looked at as a utility. Please look into their practices of data caps. There is no reason to cap data because it does not cost them any more money. They are trying to nickle and dime the average consumer.

Ticket: # 1257352 - Comcast Data Caps/ cost

Date: 10/12/2016 1:51:25 PM

City/State/Zip: Wellington, Florida 33414-8056

Company Complaining About: Comcast

Description

Comcasts data caps will cause great difficulties for consumers and innovators Comcast does not deliver on contracted speeds and is therefore overcharging. They are thieves. I can not afford TV. I have internet. The only choice is Comcast, At& t is even slower. Comcast has increased their charges so much I am thinking of dropping internet. Most business and communication is done on line. People are being held hostage by ISPs and the government is allowing them to do it. Do something to stop them.

Ticket: # 1257431 - Comcast Data Caps

Date: 10/12/2016 1:57:27 PM

City/State/Zip: Seattle, Washington 98107

Company Complaining About: Comcast

Description

Comcast recently informed me that they will begin implementing a 1GB data cap in my area. Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

This policy is flawed for the following reasons:

1. There is no guarantee of accuracy or transparency.

Internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

2. Discourages cord cutting and stifles competition.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix - which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour - is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course - data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

3. Users have little choice in what ISP they must subscribe to.

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

While some users lucky enough to live in major metropolitan areas may have the choice of maybe two or more ISPs, for many users the local ISP is the only choice they have, which grants that business a monopoly in their area. In a true free market there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only

provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1257353 - Data Cap

Date: 10/12/2016 1:51:26 PM

City/State/Zip: Chicago, Illinois 60656

Company Complaining About: Comcast

Description

Comcast data capping is a horrible practice that shouldn't have happened. It's preventing people and myself to limit the amount of streaming I use. It should be removed before they really take advantage of the increase in data usage with higher resolution information.

Ticket: # 1257368 - Data Caps are an unfair business practice

Date: 10/12/2016 1:52:58 PM

City/State/Zip: Seattle, Washington 98107

Company Complaining About: Comcast

Description

Please find, in your investigation of Data Capping as a ISP practice, that it is unethical and borders on anti-trust.

It is unethical in that it restricts consumer usage of an infinite resource. It costs them little to procure you data, something they already charge an insane amount for while also posting insane profits. The freedom of information should be an inalienable right, and these caps ensure that lower income people have less opportunity to obtain said information than higher income.

This disgusts me as an American.

Furthermore, as most Americans do not have a choice in ISP, data caps will gouge and gouge as data needs increase. If there was some way for smaller ISP companies to compete on a level playing field and supply non-capped data, then fine, but for most Americans this is not possible.

Lastly, we come to the concept of cord cutting. Many Americans are moving away from overpriced restrictive cable and into other forms of watching television and obtaining news. It is VERY clear to me that the ONLY reason ISPs are capping this data is to prevent people from no longer paying for cable. This is despicable, it's unethical, and it's anti-competition.

Please stop Comcast and other massively profiting major corporations from gouging your citizens over and over to prevent market competition.

This is your JOB.

Ticket: # 1257369 - We Don't Want Data caps

Date: 10/12/2016 1:52:59 PM

City/State/Zip: Philadelphia, Pennsylvania 19130

Company Complaining About: Comcast

Description

Most civilized countries no longer have data caps. It is concerning to me that companies like Comcast can use data caps as a proxy for net neutrality. I pay for Comcast's internet service at the highest setting. It's marketed as 50MBps and faster, yet I rarely see those speeds.

Ticket: # 1257370 - Comcast data cap

Date: 10/12/2016 1:53:14 PM

City/State/Zip: Novato, California 94949

Company Complaining About: Comcast

Description

The new Comcast data caps are extortion and suppress competition with other entertainment outlets that rely on internet. I already pay over \$90/month for ONLY internet - no phone, no cable. It is outright highway robbery that in order to maintain my CURRENT plan of no data caps I have to now pay \$140/month for JUST internet!! This cost is OUTRAGEOUS . I also have no choice except to continue being ripped off because there is no other internet provider in my area that has the same speed as Comcast.

- 1) All Data caps should be removed
- 2) Open up all regions to ISP competition

STOP ISP extortion!!

[Ticket: # 1257378 - data cap from comcast](#)

Date: 10/12/2016 1:53:48 PM

City/State/Zip: Renton, Washington 98058

Company Complaining About: Comcast

Description

Comcast has started adding a data cap on internet in my area which is discriminating against me and the sites I visit. I choose to pay other companies to stream data through and play video games which require a large amount of bandwidth. this is an unfair charge and will be causing me to look for other internet providers

Ticket: # 1257381 - Comcast Data Caps

Date: 10/12/2016 1:53:59 PM

City/State/Zip: Portland, Oregon 97203

Company Complaining About: Comcast

Description

Comcast is imposing data caps on consumers like me in direct opposition to the spirit of the Open Internet rules of the FCC. I'm writing to urge the FCC to take action and close this loophole in the Open Internet Rules.

Ticket: # 1257382 - Comcast data cap

Date: 10/12/2016 1:54:03 PM

City/State/Zip: Pittsburgh, Pennsylvania 15206

Company Complaining About: Comcast

Description

Comcast data caps are unreasonable in the age of online streaming a 1hr hd show on netflix eats 3gb of data. Thats 335 shows you can watch before you reach comcasts 1tb data cap. For a family of 4 thats 83 shows per person before the cap takes place it is unreasonable dont even start on online gaming were 99% of games update every day and need an internet connection to even work at all

Ticket: # 1257385 - Data Caps and anti-competitive strategies

Date: 10/12/2016 1:54:21 PM

City/State/Zip: Forest Hills, New York 11375

Company Complaining About: Comcast

Description

I think Data Caps are unnecessary. Plenty of other nations have higher speeds than us, without caps. Also as far as I understand it, it actually doesn't cost them more to run the data, especially through cables, so why the extra fees? Internet access is a basic right in a connected society like ours.

Secondly, how have the leading telecom companies negotiated to the point where they rarely overlap in terms of regions where their services are offered? This leaves a large percentage of Americans with only one or two options for internet access, and then they're forced to accept whatever terms are dictated by the company or remain unconnected. This is horrible and unjustifiable. Please allow the internet to open up so more providers can provide more services and better services. Thank you.

Also, lots of that cable that got laid down with government money taken from our taxes that we paid for, so we should be receiving some benefit for it. Thanks.

Ticket: # 1257386 - Comcast Data Caps

Date: 10/12/2016 1:54:25 PM

City/State/Zip: Seattle, Washington 98126

Company Complaining About: Comcast

Description

Recently Comcast announced that they planned to enable data caps here in Seattle. As a software engineer this directly affects my ability to support my family and make a living. This is even more worrisome as I already pay Comcast \$275 for our services and now I will be required to pay \$325 a month to maintain the same level of service that I had last month.

Ticket: # 1257401 - Net Neutrality / Comcast's data cap policy

Date: 10/12/2016 1:55:02 PM

City/State/Zip: Elkridge, Maryland 21075

Company Complaining About: Comcast

Description

Comcast's data caps are not at all about capitalism and innovation - it is simply a ploy to squeeze more money at no cost to them. It stifles innovation, and they are taking advantage of the fact that a majority of their customers have no other choice for internet access.

If there were more choices for people, I wouldn't mind as much. But there is no competition so they can do whatever they want.

They say 99% of customers do not hit the cap, but that will not be true in the future. Bandwidth usage is constantly increasing due to high quality photos and videos that we constantly produce. On top of that, the measurements are inaccurate and there is no transparency.

Please don't let Comcast kill off net neutrality piece by piece. I implore you.

(b) (6)

Software Engineer / Federal Contractor

Ticket: # 1257404 - Comcast Data caps.

Date: 10/12/2016 1:55:13 PM

City/State/Zip: Tigard, Oregon 97233

Company Complaining About: Comcast

Description

I do not like this data cap. I've stopped paying for cable years ago and have since watched all my TV through YouTube, Hulu, and Netflix. I would just switch to some other provider but there isn't another option. I already had to buy my own router and modem to get speeds that I pay for. Comcast needs to spend money on updating their product. Instead they are preventing other from even starting like Google fiber. Data is not a tangible thing. If I use 10000 GB and someone down the street uses 100 GB it costs Comcast the same amount. This just a cash grab and a way to prevent people from video streaming. I don't like paying for cable and then having to watch ads. Ads and free. Or pay and no ads. And the data cap? How is that measured? I can't look at how they measure it. Am I supposed to just trust them? Please get rid of data caps.

Ticket: # 1257406 - Data caps

Date: 10/12/2016 1:55:14 PM

City/State/Zip: Shingle Springs, California 95682

Company Complaining About: Comcast

Description

Please stop data caps

Ticket: # 1257409 - Data caps

Date: 10/12/2016 1:55:22 PM

City/State/Zip: Farmington, Connecticut 06032

Company Complaining About: Comcast

Description

the data caps that comcast has been rolling out across the country are a terrible idea and should be outlawed. there is no technological reason for the caps to be in place. the only reason they are being put in place is so that cord-nevers (such as myself) will be penalized for using online services like Netflix and YouTube for entertainment instead of paying Comcast for cable television. As technology advances and more of these online services become available, the problem will just become more and more apparent. Data caps need to be made completely illegal (as they are in many countries) as they have no technological grounds and do nothing but fill the pockets of the already extremely profitable cable/isp companies while harming our society as a whole.

Ticket: # 1257411 - Comcast Data Caps

Date: 10/12/2016 1:55:30 PM

City/State/Zip: Englewood, Colorado 80111

Company Complaining About: Comcast

Description

I have recently learned that 1TB data caps will be introduced in my area (and many others) by Comcast in the very near future. Data caps are made not to create a fair usage policy, but to discourage people from leaving cable and to penalize those who seek out other options like online streaming. Comcast's continued quest for power and monopoly over Americans should not go uncontested and the FCC should make internet data caps unlawful to discourage such blatantly self-beneficial behavior that does nothing but to damage America's status as a technologically advanced nation.

Ticket: # 1257412 - Prevent Data Caps

Date: 10/12/2016 1:55:31 PM

City/State/Zip: Cincinnati, Ohio 45246

Company Complaining About: Comcast

Description

Please do not allow data caps to exist from US ISP's. Data caps would stifle innovation in an increasingly data centric world. Please look to other first world countries like Japan, Korea and many European countries to realize how far behind we are. Canada is currently doing it wrong, look and learn from their mistakes.

Ticket: # 1257415 - Home Internet Data Caps

Date: 10/12/2016 1:55:45 PM

City/State/Zip: Portland, Oregon 97202

Company Complaining About: Comcast

Description

Comcast is implementing consumer data caps that are likely difficult to accurately track and are a step backwards based on the rest of the world. This discourages cord cutting and locks consumers into comcast's other products.

Ticket: # 1257429 - Comcast data caps

Date: 10/12/2016 1:57:20 PM

City/State/Zip: Indianapolis, Indiana 46268

Company Complaining About: Comcast

Description

Data caps being enforced by Comcast will stifle innovation and a slap in the face of a free and open internet. There is no reason that higher data consumption should cost any more for providers, so this is a money grab. With a lack of competition for high speed internet, I am forced to comply with this detrimental policy.

Ticket: # 1258119 - Net Neutrality/Data Caps

Date: 10/12/2016 2:49:00 PM

City/State/Zip: Panama City Beach, Florida 32413

Company Complaining About: Comcast

Description

Comcast has recently imposed a data cap on their internet service, which to my understanding violates net neutrality laws

Ticket: # 1257440 - Internet Data Caps

Date: 10/12/2016 1:58:00 PM

City/State/Zip: Orange Park, Florida 32073

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. Individual customers should not be getting punished and penalized because the current status quo allows ISPs to maintain a monopoly over millions of people without reasonable alternatives to their service. Data caps do nothing for the consumer and there are no legitimate reasons for an ISP to need them. It is simply a cash grab by a monopoly.

Ticket: # 1257449 - Uncapped Internet Access

Date: 10/12/2016 1:58:20 PM

City/State/Zip: Rockledge, Pennsylvania 19046

Company Complaining About: Comcast

Description

I am a web software developer who creates robust web applications for a living. Recently there have been discussions in regards to implementing data caps for people who use the internet. I want to express that I am entirely opposed to this suggested change.

The internet should not be made worse for the sake of profits. Its already absurd how much these cable conglomerations are able to charge for basic internet service in the US which is dwarfed in other countries.

The data caps suggested are also incredibly low. As a web software developer I can say that implementing data caps will very heavily affect my industry and ability to work.

Please, do what you can to oppose data caps! The internet needs more provider options and less restrictions, not more limiting factors to turn a profit on the majority of users!!

Ticket: # 1257453 - Comcast's new data caps, anti-consumer and anti-competition

Date: 10/12/2016 1:58:38 PM

City/State/Zip: Elizabethtown, Pennsylvania 17022

Company Complaining About: Comcast

Description

To whom it may concern,

Comcast's recent pushes for enforcing data caps for their customers is an absolutely terrible in regards to both consumers and competition.

The 1 Terrabyte data cap that Comcast has been pushing towards puts an unfair limit on how much content somebody can stream through services like Youtube and Netflix. Since streaming HD video (1080p) takes about 3GB per hour and UHD video (4k) 7GB per hour, the data cap would be reached way to quickly and the ISP would charge overage fees. With demand booming for internet usage, more people in the hosuehold have started streaming video to their own personal devices for entertainment, and so data usage is only becoming heavier.

Charging customers more for going over an artificial limit for data is absolutely ridiculous, as internet is NOT finite resource like water, electricity, etc. Putting limits on customers would definitely have them watch more cable (which the cable company would be happy to provide), and use less data-heavy video streaming services.

For both competition and consumers, Comcast is screwing everyone for their own interests.

Yours truly,

(b) (6)

Ticket: # 1257454 - Comcast Data Caps

Date: 10/12/2016 1:58:40 PM

City/State/Zip: Atlanta, Georgia 30309

Company Complaining About: Comcast

Description

Hello,

The troubling addition of Data Caps on household users as a means of increased revenue and control is a detriment to advancement and quality of life for users of Comcast internet services.

Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

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

Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Thank you for your time.

[Ticket: # 1257542 - Restrict ISPs from placing data caps](#)

Date: 10/12/2016 2:05:16 PM

City/State/Zip: Irvine, California 92335

Company Complaining About: Comcast

Description

We are in an era where information drives innovation. Do not let companies place data caps on internet access.

Ticket: # 1257471 - Comcast Data Cap

Date: 10/12/2016 1:59:52 PM

City/State/Zip: San Francisco, California 94112

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1257472 - Comcast Concerns and How it will affect other ISPs**Date:** 10/12/2016 1:59:52 PM**City/State/Zip:** Washington Dc, District Of Columbia 20850**Company Complaining About:** Comcast

Description

"I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it."

I do not have Comcast in my area, but I'm afraid that other telecoms will follow suit, and I will not be able to "use" (if you will) as much Internet as I previously do. Please stop this ridiculousness they are pushing out, before all ISPs decide to become money hogs like Comcast is. Data caps should not exist.

Ticket: # 1257500 - Data caps

Date: 10/12/2016 2:02:35 PM

City/State/Zip: Philadelphia, Pennsylvania 19004

Company Complaining About: Comcast

Description

I wanted to express my disapproval of internet bandwidth data caps. I have only one choice for broadband in my neighborhood, and they're implementing data caps which prevents me from using applications like Netflix or downloading large PC games.

Ticket: # 1258690 - Internet data caps are unexceptionable in the U.S.A.

Date: 10/12/2016 3:34:53 PM

City/State/Zip: Portland, Oregon 97233

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1257475 - Comcast Data cap

Date: 10/12/2016 1:59:58 PM

City/State/Zip: Minneapolis, Minnesota 55409

Company Complaining About: Comcast

Description

The Comcast Data cap is unnecessary and unfair because consumers have basically no choice when it comes to internet service provider so making us pay \$50 extra for a service we already had seems unnecessary and monopolistic.

Ticket: # 1257478 - Complaint Regarding Comcast Bandwidth Caps

Date: 10/12/2016 2:00:35 PM

City/State/Zip: Wheaton, Illinois 60189

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that offer competitive services. Comcast broke contract with my account by enforcing the 1TB cap. Unfortunately, I'm unable to get alternative internet at my location so I am forced to use Comcast's offering. However, I'm forced to subscribe to TV since there is 1TB cap on my account. Comcast's solution of charging to remove the cap stonewalls the option of paying for alternative providers as the costs are extremely high. It's a blatant tactic to squash innovation and competition.

Ticket: # 1257514 - Internet data caps

Date: 10/12/2016 2:03:35 PM

City/State/Zip: Portland, Oregon 97225

Company Complaining About: Comcast

Description

We, and millions of other customers, are about to be subjected to illegal data caps inflicted by Comcast. Comcast is the de facto monopoly internet provider in the Portland, OR area, and with the recent ruling by the FCC that internet service is a public utility, such data caps are illegal. You must intervene on consumers' behalf to prevent these data caps from being imposed.

Ticket: # 1257518 - Comcast Data Cap

Date: 10/12/2016 2:03:51 PM

City/State/Zip: Fishers, Indiana 46037

Company Complaining About: Comcast

Description

Comcast is instituting a 1 TB data cap for Indiana as of Nov. 1, 2016. I am concerned about this data cap due to Comcast not explaining how they track the data but also the large amount of complaints about inaccurate measuring by their third party company.

I cannot see how a company can measure your usage if there is no set standard. Data usage can be likened to electricity usage, natural gas usage or even fuel for your vehicle. We have standard measurements for those services but not something that is as necessary as your internet usage.

The other part of the issue is the reason for the cap. Comcast states that this is not to conserve resources, like water during a drought, but hasn't given an explanation as to why. Even if it was to conserve their bandwidth, we know that is a non issue with their current infrastructure.

Currently we average around 500 gb of internet usage a month. However with the availability of new content that is streaming only or even of a higher quality, this can change dramatically. In the age of information that we live in you shouldn't be fined to pay more for something that has been free to use the amount you want to for the past two decades.

Please do not let Comcast impose this just so they have the ability to make more money on top of the fortune that they do every year.

Thank you.

Ticket: # 1257495 - Comcast Xfinity Data Cap / Net Neutrality

Date: 10/12/2016 2:02:03 PM

City/State/Zip: Woodbury, Minnesota 55129

Company Complaining About: Comcast

Description

Comcast Xfinity has implemented data caps in my area. This is wrong and unjust for the following reasons:

1. There is no guarantee of accuracy or transparency
2. Discourages cord cutting and stifles competition
3. Users have little choice in what ISP they must subscribe to

Ticket: # 1257497 - Data caps

Date: 10/12/2016 2:02:17 PM

City/State/Zip: Urbana, Illinois 61801

Company Complaining About: Comcast

Description

Hello, I want to add my voice to the many Americans who are concerned about Comcast and other large ISPs' adoption of monthly data caps across the country. This is clearly being done solely as a way of punishing users for moving from cable TV to streaming alternatives. There is no compelling reason for these telecom monopolies to impose these caps. It costs the companies very little to provide more data per month. These policies will only continue to become more ubiquitous unless they are challenged very soon, and innovation will be stifled as a result. Thank you.

Ticket: # 1257965 - Internet Nutrality

Date: 10/12/2016 2:37:38 PM

City/State/Zip: Seattle, Washington 98199

Company Complaining About: Comcast

Description

I am writing to express my support in classifying the internet as a utility and not be limited by data caps.

Ticket: # 1257501 - No Data cap

Date: 10/12/2016 2:02:43 PM

City/State/Zip: Brooklyn, New York 11228

Company Complaining About: Comcast

Description

I don't believe. Comcast should be able to have a data cap on the internet because that would just stifle up people like me that use the internet for work. It become a necessity we need in order to make a living. We don't have caps on water or electric why should we for the internet

Ticket: # 1257525 - Data Caps

Date: 10/12/2016 2:04:19 PM

City/State/Zip: Seattle, Washington 98195

Company Complaining About: Comcast

Description

Comcast recently announced they are implementing data caps in my city. But since they have a regional monopoly I am forced to limit my Internet usage, one way or another. Please help. One terabyte is far too low for what I need, and it is absolutely unreasonable to charge an additional \$50 to "upgrade" to the unlimited data plan, which is the exact same plan I had before caps were introduced.

Ticket: # 1257528 - Comcast Data Caps

Date: 10/12/2016 2:04:26 PM

City/State/Zip: Washington, District Of Columbia 20024

Company Complaining About: Comcast

Description

Comcast (and other ISP) data caps are anti-consumer and (worse) implemented poorly, without third party regulated metering.

Ticket: # 1257539 - Data Caps for home broadband

Date: 10/12/2016 2:05:07 PM

City/State/Zip: Chattanooga, Tennessee 37405

Company Complaining About: Comcast

Description

Data caps for home broadband are just a ludicrous way to stifle competition and innovation. Recently Comcast implemented a 1 TB data cap and released a youtube video on how much 1TB of data actually is. The data they presented was grossly mis-represented stating that you could stream over 600 hours of video. This might be true for heavily compressed 480p video, but this is not true for the normal user who uses netflix and lets their player auto-select the best quality. In some cases this can be as little as 140 hours. Again this doesn't seem like that big of a deal, unless you consider that isn't the only thing you use the internet for.

Internet caps are just a method to prevent cord cutters from leaving because it would be more costly to stream video online when you have to pay an extra \$50 per month for "unlimited". This just disgusts and infuriates me that people don't have a choice in their ISP, and people are getting so royally screwed by their only option for internet. This in not the direction that the internet should be going.

Ticket: # 1257544 - Data Caps and Monopoly

Date: 10/12/2016 2:05:25 PM

City/State/Zip: Hillsboro, Oregon 97124

Company Complaining About: Comcast

Description

I feel cornered into my ISP and feel that I should have a choice of ISP's. The price has been increasing steadily in response to me dropping TV and Phone from my plan. I paid almost the same for all 3 as I am paying now for just internet. It is the same infrastructure, I'm just using less and yet paying the same. It's not consumer minded at all and I can tell they are just trying to resist the demand for increased internet access. On this note, data caps cannot be allowed in this industry. There is no "shortage" of internet and there is no reason to have said data caps other than to generate more revenue for the ISP giants at a cost to the consumer. It is an act of greed and the internet needs to remain an open and un-capped resource.

Ticket: # 1257549 - Data Caps should not be allowed on home internet

Date: 10/12/2016 2:05:53 PM

City/State/Zip: Denver, Colorado 80203

Company Complaining About: Comcast

Description

Hello,

Comcast is adding absurd data caps on home internet rfor no reason just to increase their profits, and I am afraid if we dont step up to this now , this may become permanent.

Data caps destroy the internet, they make it nearly impossible to just watch something like Netflix without using most your data in one sitting. If you watch something streaming in HD on netflix in one hour it already uses 3 GB and in Ultra HD its 7gb/hour. Comcast is directly trying to become a monopoly and destroy their competition so more people use cable.

This is outrageous, they are a monopoly in this industry that needs to be controlled. Monopolies like this shouldnt exist in industries, everything I learned in business school is a contradiction to what Comcast is as a company.

Please do not allow Comcast to put data caps on home internet, it is only going to get worse for all consumers if they are allowed to do something like that.

Ticket: # 1257555 - Data Caps

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

City/State/Zip: Houston, Texas 77031

Company Complaining About: Comcast

Description

Data Caps are an unfair cash grab that will not improve service for Comcast customers. Data is not a finite resource and there are very few issues we have with current data use. Limiting a household to 1TB will not improve service for our household, it will only cost many people more to use the internet. I do not live in the house I pay for internet in now, and the cap is below what our needs are now, but there is not easy way to track our internet use. My phone can tell me what apps, what days, and precisely how much data I use on a mobile network but Comcast lacks that. I have no idea how much data I would save if I cut out things like internet connected home security or leaving Pandora to play to an empty room. There is no third-party verification for data I use, and no mechanism that Comcast can't mess with for an inaccurate reading in their favor.

Ticket: # 1257557 - Data caps

Date: 10/12/2016 2:06:26 PM

City/State/Zip: Arvada, Colorado 80004

Company Complaining About: Comcast

Description

Data caps are abuse of monopolistic powers wielded by the isps. They are a very anti-competitive tool used to keep companies like Netflix from thriving. In a world of increasing data usage, data caps only inhibit the user. The marginal increase in cost for data usage is so negligible, but Comcast and other isp's pretend it is large and inhibiting. You can tell this is false because they do not use data caps in areas of competition because they will lose users.

Ticket: # 1257572 - Comcast Data Caps

Date: 10/12/2016 2:07:51 PM

City/State/Zip: Spokane, Washington 99208

Company Complaining About: Comcast

Description

There's no reason for them to be initiating data caps. While bandwidth may be a finite resource, overall data usage is not. This is nothing but a scheme for them to punish cable cutters and find a way to charge them more for avoiding their overpriced TV services.

The Internet should be treated like a utility and not like a luxury service that isn't 100% necessary in modern life. All of my entertainment is reliant on a stable and fast Internet connection, as is my ability to pay my bills, receive those bills to my email, and keep in touch with my friends and family. Data caps could seriously hinder my ability to do those things without paying an extra charge for doing it "too much" according to some arbitrary number they came up with to constitute "normal usage."

Please prevent them from being able to create these data caps! My internet service says it's unlimited and it should stay that way. If they create a cap on my data they shouldn't be able to call my connection unlimited and I shouldn't have to pay the same amount that I'm currently paying for an unlimited connection. And since the only other option in my area is 1/3 the speed of my current connection, it's not like I have the ability to go to a competitor.

Ticket: # 1257623 - Comcast Data Caps

Date: 10/12/2016 2:13:15 PM

City/State/Zip: Portland, Oregon 97206

Company Complaining About: Comcast

Description

We cannot allow data caps in Oregon or anywhere in the US...this is ridiculous that its even allowed right now. People are dependent on the internet and putting arbitrary caps on the amount of data people get is only beneficial to Comcast...this really hurts consumers, I hope you guys do something about this

Ticket: # 1257586 - Comcast Data Caps

Date: 10/12/2016 2:09:49 PM

City/State/Zip: Pittsburgh, Pennsylvania 15216

Company Complaining About: Comcast

Description

The data caps Comcast is enforcing are anti-competition and hamper innovation. It shouldn't be allowed.

Ticket: # 1257596 - Comcast data caps

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

City/State/Zip: Pleasant Grove, Utah 84062

Company Complaining About: Comcast

Description

Comcasts upcoming 1TB data cap is ridiculous and shouldn't be allowed. It stifles innovation for people like me who have to sometimes work from home. It also prevents competition since they zero rate their streaming services, but are seeking to limit the streaming from competitors to their streaming and cable services (companies like Netflix, Amazon, Vudu, etc.). I already pay more money for a higher bandwidth plan but that doesn't change my data cap. They shouldn't be allowed to bill me more based on my rate per second and then again on my rate per month.

Ticket: # 1257597 - Comcast Data Caps

Date: 10/12/2016 2:11:06 PM

City/State/Zip: Peoria Heights, Illinois 61616

Company Complaining About: Comcast

Description

Comcast's data caps are draconian and need to be removed. Ultra HD streaming can take 7 GB per hour. I have already complained to Comcast, but they do not care about their customers

Ticket: # 1257599 - Portland Comcast data cap

Date: 10/12/2016 2:11:11 PM

City/State/Zip: Portland, Oregon 97209

Company Complaining About: Comcast

Description

Beginning in November, Comcast (the only real option for ISP provider in the Portland OR area) will be rolling out a 1TB Data Cap to all it's customers.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. This is an unfair practice that brings back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and fighting for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

I'm writing this email hoping that this will raise public awareness of this issue and flood you, the FCC, with our community's complaints and input so we don't have to deal with a stifled internet.

Ticket: # 1257602 - Data caps

Date: 10/12/2016 2:11:32 PM

City/State/Zip: Bellingham, Washington 98225-6800

Company Complaining About: Comcast

Description

Data caps are bad! There is no reason for them. They limit Internet activity in an age where we depend on the Internet for communication, collaboration, entertainment, even income! Allowing one company to control when we get access is monopolistic and anti-consumer.

Ticket: # 1257608 - Comcast Data Caps

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

City/State/Zip: Fullerton, California 92831

Company Complaining About: Comcast

Description

Comcast's data caps are ridiculous.

Ticket: # 1257612 - Comcast Data Caps

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

City/State/Zip: Portland, Oregon 97219

Company Complaining About: Comcast

Description

Comcast has implemented unreasonable data caps on my existing plan.

Ticket: # 1258110 - Comcast Data Caps are unfair to consumers and should NOT be allowed.

Date: 10/12/2016 2:48:14 PM

City/State/Zip: Newport, North Carolina 28570

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

What we need to do:

How do consumers collectively fight this when they have little recourse in their choice of ISP? The FCC is currently investigating data caps as a practice. If we as consumers just accept data caps the

FCC will have less reason to crack down so it is imperative that the public puts pressure on the FCC. We're back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules. Some users may be currently exempt from data caps but this behavior will absolutely roll down hill to other ISPs once they realize that consumers will accept it. Then you'll have to deal with your own little small town version of Comcast with little recourse.

Ticket: # 1257626 - ISP Data Caps

Date: 10/12/2016 2:13:54 PM

City/State/Zip: San Leandro, California 94578

Company Complaining About: Comcast

Description

Data caps from ISPs are just a bad practice. The Internet is a utility for me (I work in web hosting and am online pretty much all day). The notion that there is a finite amount of Internet I can use before I either A) need to pay more or B) am throttled by bandwidth is something I cannot fathom.

Please, please, please do not allow ISPs this sort of control. There's no way it ends well.

Ticket: # 1257629 - Comcast data caps

Date: 10/12/2016 2:13:56 PM

City/State/Zip: Corvallis, Oregon 97333

Company Complaining About: Comcast

Description

Comcast is rolling out data caps in my area, which is completely anti consumer and quite possibly illegal. I really really really want to switch from Comcast. I'd do it in a heartbeat if there were other options, but alas I am stuck with them and their incredibly dirty business practices.

Help us FCC Kenobi, you are our only hope.

Ticket: # 1257631 - Comcast Data Caps

Date: 10/12/2016 2:14:11 PM

City/State/Zip: Portland, Oregon 97215

Company Complaining About: Comcast

Description

Comcast will soon be starting data caps in my area (Portland, OR), which is ridiculous and unfair. My billing will remain the same, which was contracted for unlimited internet usage. However, Comcast is now making changes that will limit the data I may use in each billing cycle. Additionally, the location of my apartment is severely limited by the choices of internet provider, which puts me in a direct disadvantage and at the will of Comcast. They are placing a data cap knowing that many users do not have sufficient options to switch away.

Ticket: # 1257633 - Imposed Data Cap**Date:** 10/12/2016 2:14:19 PM**City/State/Zip:** Happy Valley, Oregon 97086**Company Complaining About:** Comcast

Description

I was just recently informed by Comcast, after I had already signed a contract with them, that starting on November first they will be initiating a data cap of 1TB. They looked at my data usage in September; which is not at all an accurate representation of my usage, because no one was in the house until the 16th, and proceed to tell me that I will be fine with a 1TB cap. Then I was made aware that there would be a bunch of different overage fees. \$10 for every data block up to 50GB with a overage cap at \$200! This is more than outrageous. I pay them \$69.99 every month for unlimited data, not capped data. You cannot just create a contract with a person then as soon as they are locked in change the contract. Data caps are ridiculous and now that I am here I'm sure I will be using close to the cap. They do offer unlimited data but that is an extra \$50 a month. I just want to make aware this issue because Comcast did not make me aware of this before I signed the contract, and their methods of data usage are not accurate.

Ticket: # 1257640 - Comcast data caps

Date: 10/12/2016 2:14:49 PM

City/State/Zip: Pasadena, California 91107

Company Complaining About: Comcast

Description

I am looking for housing around Boston and do not want to use Comcast's service because of their data caps. This directly impacts my ability to live in certain neighborhoods.

Ticket: # 1257646 - Data Caps

Date: 10/12/2016 2:15:22 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: Comcast

Description

The internet is no longer a luxury. It is a necessity for our daily life. Data caps stifle competition and hurt cord cutters. Make Comcast and others remove data caps.

Ticket: # 1257651 - Comcast Data Cap

Date: 10/12/2016 2:15:38 PM

City/State/Zip: Indianapolis, Indiana 46227

Company Complaining About: Comcast

Description

I have just been informed by Comcast that my account is now subject to a data cap of 1TB per month. While I don't use that much data per month now, in the very near future 4k streaming will be the norm, and this is just an attempt to normalize caps, and then charge large amounts later when technology has progressed.

This is a direct attack on those who are cord cutters, and a blatant attempt to recoup losses, or force people to go back to cable TV for their entertainment consumption. Openly unfair, considering how limited the market is.

Ticket: # 1257652 - Uncapped Internet Access

Date: 10/12/2016 2:15:38 PM

City/State/Zip: Richmond, Virginia 23220

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. Seriously, Google "Nazi" or "Swastika" and ask yourself why Comcast shows up.

Ticket: # 1257662 - Comcast 1TB Data Cap

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

City/State/Zip: Roseville, California 95747

Company Complaining About: Comcast

Description

Comcast recently introduced 1TB data caps on service in my area. Comcast's de facto monopoly in my area means that I have no choice in selecting another ISP provider with comparable speeds. This seems like an anti-competitive move by Comcast to recoup losses from cord cutters under the guise of "fairness". However there is nothing fair about paying more per usage, I already pay for bandwidth speed and the data cap indicates I cannot fully use that speed I am paying for. Therefore, Comcast has just reduced my level of service while also raising the price of the service, without opportunity to renegotiate (except to cancel service, which as stated above, is not an option in my area). This data cap is likely to force users of high-bandwidth services such as 4K video streaming to pay more, In my opinion violating the spirit of the content-neutral carrier principle of net neutrality.

[Ticket: # 1257668 - We need to make it clear to the FCC that we want uncapped Internet access, for innovation in an increasingly data dependent world and user protection.](#)

Date: 10/12/2016 2:16:30 PM

City/State/Zip: Miami, Florida 33133

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

What we need to do:

How do consumers collectively fight this when they have little recourse in their choice of ISP? The FCC is currently investigating data caps as a practice. If we as consumers just accept data caps the FCC will have less reason to crack down so it is imperative that the public puts pressure on the FCC. We're back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Some users may be currently exempt from data caps but this behavior will absolutely roll down hill to other ISPs once they realize that consumers will accept it. Then you'll have to deal with your own little small town version of Comcast with little recourse.

Much like the behavior of the last Net Neutrality fight calling the FCC directly has a huge impact.

Ticket: # 1257706 - Comcast Data Cap**Date:** 10/12/2016 2:18:38 PM**City/State/Zip:** Roseville, California 95747**Company Complaining About:** Comcast

Description

I recently was issued a data cap on my home internet monthly usage by my ISP, Comcast. As I have no choice in ISP since they hold a monopoly in my area I find this data cap to be extremely damaging. The use of internet has become a daily necessity in our lives. If this is limited by unnecessary data caps then I believe it is the FCC's responsibility to stand for consumers and stop companies from establishing data caps on internet plans.

Ticket: # 1257674 - Blindsided by data caps.

Date: 10/12/2016 2:16:42 PM

City/State/Zip: Sacramento, California 95821

Company Complaining About: Comcast

Description

I discovered that my Comcast plan will be subject to data caps as soon as November. This despite recently signing up for Comcast and having not been told once about data caps during the signup for my service. I found this extremely unprofessional.

I write code and work with software for a living, my roommate makes music on a computer. Both of us have high bandwidth needs due to downloading new programs, audio samples, etc. Data caps are entirely arbitrary and the fees for going over are obscenely high. It costs the ISP next to nothing to deliver data on an already-established line, but they want to charge lots of money for trivial amounts of additional data. It's clearly for the sole purpose of additional profit, considering that TV plan subscription has been on the decline.

Comcast already tried to threaten the internet by trying to throttle competitive services like Netflix, and since the FCC stopped that they're trying this now. This policy should be seen as just as damaging as throttling to an open, neutral internet, and I hope the FCC does what it can here. Countless other nations have gigabit-speed internet or better, with no data caps, and properly-maintained infrastructure in place, all for plans magnitudes cheaper than what American ISP companies offer. We should not have to put up with this solely due to lack of competition. Thank you.

Ticket: # 1257681 - Data caps limiting usage of service without merit

Date: 10/12/2016 2:17:09 PM

City/State/Zip: Pasadena, Texas 77505

Company Complaining About: Comcast

Description

Recently, Comcast added data caps to service across the United States. While the limit of 1TB is large for the time being, Comcast are attempting to get ahead of the curve and own a chunk of the pie they should not be involved in. Over time, data use will increase with UHD video and consumers moving more and more towards digital consumption. These limits should be removed.

There is a lack of competition in the area due to other restrictions (as there are across the US) this prevents many from switching away from Comcast despite these new policies being forced upon us.

While the rest of the industrialized world is expanding their network's capabilities and removing data caps, we're stuck with Comcast putting limits on customers that are without merit.

Ticket: # 1257696 - Comcast Data Caps

Date: 10/12/2016 2:18:11 PM

City/State/Zip: Jackson, Michigan 49201

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1257709 - Comcast Data Caps

Date: 10/12/2016 2:18:44 PM

City/State/Zip: Portland, Oregon 97202

Company Complaining About: Comcast

Description

Comcast's planned data caps are unacceptable. They already have a monopoly on high-speed internet in my area (Portland, Oregon), so we're already paying astronomical prices for their service. Imposing utterly unnecessary data caps on land-based internet access is just one more way for them to squeeze money out of customers with no other provider alternatives. PLEASE stop this.

Ticket: # 1280564 - Comcast

Date: 10/21/2016 1:01:25 PM

City/State/Zip: Jacksonville, Florida 32204

Company Complaining About: Comcast

Description

Just got an email saying my whole city now has a 1 terabyte data cap. What is this bullshit? Fuck ISP Monopolies and fuck everyone who allows this to happen

Ticket: # 1257703 - Internet data caps

Date: 10/12/2016 2:18:30 PM

City/State/Zip: Arlington, Texas 76011

Company Complaining About: Comcast

Description

I wanted to do my part, in making it known to the FCC, that internet data caps are not acceptable. Comcast has initiated data caps recently and while I'm not one of their customers it does affect family and friends. I believe at this point internet should be regarded as a utility as it has become necessity in many ways. I sincerely hope that this data cap trend is being investigated and will be put to an end by the FCC. Thank you.

Ticket: # 1257704 - Comcast enacting 1TB data caps in my area

Date: 10/12/2016 2:18:31 PM

City/State/Zip: Kalamazoo, Michigan 49009

Company Complaining About: Comcast

Description

I was recently informed by Comcast that they be enacting data caps of 1TB/month in my area. I find it unreasonable and unnecessary that a company enact limits on something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly rate. Data is not finite, and whether I use 100GB or 2TB has no impact on Comcast. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more.

It is clear that Comcast is enacting data caps solely to make more money and fight the cord cutters who only utilize internet and not cable television. Since there is limited competition in my area, there is no choice but to accept these terms even if I do not foresee utilizing more than 1TB of data.

I ask that this practice is looked into and regulations preventing this from happening be brought into play. Thank you for taking the time to review this.

Ticket: # 1257708 - New Data cap

Date: 10/12/2016 2:18:44 PM

City/State/Zip: Lodi, California 95242

Company Complaining About: Comcast

Description

Hello,

I am writing to show my absolute distane and disagreement with comcasts upcoming data cap we were told is coming

We use Netflix, amazing prime and playstation vue services because they are much more affordable than any of comcasts plans. This data cap would restrict us from using our video services leaving us with comcasts as the only option for video, which would mean we would just have no TV or video streaming at our home at all.

Please look into how how much this actually effects families like mine that use online streaming as an alternative to traditional TV services.

Ticket: # 1257717 - Comcast data cap

Date: 10/12/2016 2:19:02 PM

City/State/Zip: Houston, Texas 77081

Company Complaining About: Comcast

Description

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

Ticket: # 1257718 - Internet data caps

Date: 10/12/2016 2:19:08 PM

City/State/Zip: Houston, Texas 77008

Company Complaining About: Comcast

Description

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Ticket: # 1257721 - Regarding Comcast data caps**Date:** 10/12/2016 2:19:23 PM**City/State/Zip:** Louisville, Kentucky 40223**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

US lags behind in providing a speedy internet compared to rest of the world. We are no where near the top 10 countries in providing speedy internet. Instead of innovating this is a move that would set back the country's progress and innovation.

https://en.wikipedia.org/wiki/List_of_countries_by_Internet_connection_speeds

Ticket: # 1257974 - Internet Utility

Date: 10/12/2016 2:38:14 PM

City/State/Zip: Wilsonville, Oregon 97070

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1257728 - Comcast Cable

Date: 10/12/2016 2:19:48 PM

City/State/Zip: Newtown Square, Pennsylvania 19073

Company Complaining About: Comcast

Description

Comcast charges unreasonable prices and uses data caps that bars any individual from their right to access the internet. Comcast needs to be regulated.

Ticket: # 1257734 - Response to Comcast Data Caps

Date: 10/12/2016 2:20:25 PM

City/State/Zip: Toledo, Ohio 43606

Company Complaining About: Comcast

Description

I am not a Comcast consumer, but I am concerned that if Comcast was to implement data caps, this will spread to other ISPs, like my current one. Data caps are anti-competition and anti-consumer. Imagine if when you use the National Highway System you were limited to 1,000 miles per month. Not good for business or citizens, huh? By doing so, Comcast is deciding what sites or programs consumers use, which should not be allowed.

Thank you for your consideration.

Ticket: # 1257746 - Data Caps

Date: 10/12/2016 2:21:08 PM

City/State/Zip: Aurora, Colorado 80013

Company Complaining About: Comcast

Description

Data caps are not a consumer friendly practice, and with only a few minutes research, can be overwhelmingly shown to actually hurt the consumer. As technology and the internet grow, forcing mandatory data caps will stifle the free market.

Ticket: # 1257747 - Data Caps and ISPs

Date: 10/12/2016 2:21:09 PM

City/State/Zip: Boston, Massachusetts 02120

Company Complaining About: Comcast

Description

The implication of data caps set by ISPs are regressing our culture, and ability to develop newer, cutting edge technology. Comcast has always been draconian in their internet price offerings, stability of service, and quality of service, however, data caps on service is the line. In Boston, Comcast has a near monopoly over the city, with only some areas being offered an alternative such as RCN. As Boston is not the only city this is the case for, Comcast has enacted 1TB data caps, while attempting to justify the caps in terms of what a terabyte can do. This is fine for the general population. However, innovators and developers are highly hindered by the concept of a data cap, a concept which, in itself is retrogressive from the approach that should be taken in regards to digital transmissions and data transfer. Instead of capping their already miserable service, Comcast should focus efforts on improving service, lowering costs for themselves, and developing partnerships in more populous areas to allow for the rapid growth in IT to continue. 8kHD is already a moot point given the speeds of Comcast, coupled with the data caps and this is modern, 2016 technology. If data caps are to be a thing in the future, there's no telling the ramifications that will have on our ability to create media and games. Thank you for your time.

Ticket: # 1257768 - NO to data caps

Date: 10/12/2016 2:22:19 PM

City/State/Zip: Philadelphia, Pennsylvania 19123

Company Complaining About: Comcast

Description

I am opposed to data caps, as they are an effort by Comcast to stop cord cutters. The Internet is becoming a more and more essential service for citizens and any effort to limit data affects our ability to consume forms of media (video and games) that are taking up more and more data. This is a shady attempt by Comcast to hurt Netflix and is a thinly veiled attack on net neutrality from a different angle.

What we need are more providers and options, not one near monopoly trying to further restrict our options.

Ticket: # 1257770 - Comcast Data Caps

Date: 10/12/2016 2:22:23 PM

City/State/Zip: Sacramento, California 95826

Company Complaining About: Comcast

Description

Comcast is enacting nationwide Data Caps in direct disregard to its customers and net neutrality.

Ticket: # 1257771 - data caps

Date: 10/12/2016 2:22:25 PM

City/State/Zip: Irving, Texas 75039

Company Complaining About: Comcast

Description

Data caps suck! Stifle competition and generate more profit for companies that already have 90% profit margins on broadband! Scam scam scam scam scam, if you let them get away with this, you are all scam artists being bought by the cable companies too.

Ticket: # 1257772 - Abuse of monopoly

Date: 10/12/2016 2:22:26 PM

City/State/Zip: Baltimore, Maryland 21201

Company Complaining About: Comcast

Description

Comcast continues to expand data caps to their subscribers without justification. Data caps do nothing but enrich the service provider without addressing the fundamental technical issue, which is actually insufficient bandwidth and NOT the overuse of data.

Comcast has a monopoly on services and consumers like me have no alternative when Comcast makes these unilateral decisions. Comcast is the only high speed network provider for me.

The FCC needs to investigate Comcast's abuse of their monopoly.

Ticket: # 1257802 - Data Caps

Date: 10/12/2016 2:24:18 PM

City/State/Zip: Lakewood, Colorado 80226

Company Complaining About: Comcast

Description

How can you possibly allow data caps for a monopoly like Comcast. I use 3 GB per hour streaming HD shows on Netflix and get capped at 100GB per month? I also have a roommate who streams Netflix. We download games and play online. We would use this amount in less than a week then pay ungodly amounts for overages. This aggression will not stand!!!!!!!!!!

Ticket: # 1257780 - Comcast Data Caps

Date: 10/12/2016 2:22:52 PM

City/State/Zip: Tallahassee, Florida 32303

Company Complaining About: Comcast

Description

My complaint is with Comcast enforcing data caps on a portion of it's members. Although I am not affected by Comcast's data measures currently, I am worried for what this means for me, and for the internet, as a whole. This is purely a move to control consumer behavior for the profit of Comcast. This is a huge threat to the free flow of information and innovation provides. The government is meant to protect it's constituents from predators, and Comcast's enforcement of data caps is predatory and can reshape the flow of information negatively in the long run. Please, speak out against this.

Ticket: # 1257787 - Comcast/Xfinity Data Caps

Date: 10/12/2016 2:23:10 PM

City/State/Zip: Seattle, Washington 98178

Company Complaining About: Comcast

Description

Hello,

I have recently been affected by Comcast's rollout of their new 1TB data cap nationwide. While the average subscriber NOW may not use 1TB, new and innovative services are rolling out around the world that may cause the average person to exceed this cap quickly.

Comcast claims that less than 1% of their subscribers exceed this cap. If 1% of their subscribers are really taking up the bandwidth for all of their network, then it sounds like a network upgrade is required. These supposed "Bandwidth Hogs" are likely already paying more money by buying the higher-speed services that Comcast offers.

I believe that Comcast's only reason for imposing data caps is to prevent people from shutting off cable TV service. As 4K video, online backups, online gaming, online market places, software updates, and new online services we haven't invented yet get larger, we'll see that Comcast will offer their own versions of these services and make them exempt from the caps.

If there was healthy competition, I would switch away from Comcast, and vote with my dollars with another ISP. However, despite living in the city of Seattle, my only other option is 12Mbps DSL from CentryLink. Wireless Internet has terrible service quality, and also has even lower data caps. I have no choice but to use Comcast.

Thank you for your time.

(b) (6)

Ticket: # 1257814 - Comcast Data Caps

Date: 10/12/2016 2:24:49 PM

City/State/Zip: Boulder, Colorado 80301

Company Complaining About: Comcast

Description

Comcast has implemented a data cap for their service. This goes against the notion that the internet should be a free and open service. It will stifle cord-cutting and competition. Accuracy and Transparency of actual data usage can not be verified. And who knows if in the future they make the decision to lower the data cap.

ISP should be dumb carriers, and allow for open and unregulated access to the internet.

Ticket: # 1259773 - Data Cap

Date: 10/12/2016 5:19:03 PM

City/State/Zip: Fort Collins, Colorado 80521

Company Complaining About: Comcast

Description

Comcast data cap. It is another attempt by Comcast to monetize a utility.

Ticket: # 1257797 - Comcast data cap

Date: 10/12/2016 2:23:56 PM

City/State/Zip: Des Moines, Washington 98198

Company Complaining About: Comcast

Description

Comcast recently informed me that they will be placing a cap on my data usage. Though my monthly usage is low, I am worried about over charges. I have had problems with Comcast before. Because Comcast does not have any accountability and is not transparent with their data collection, I feel it is only a matter of time before they charge me for these data caps.

Additionally I have been charged more than once for "misc charges". When I contact them I am given no explanation. Their policies on customer service are terrible and their money grabbing tactics are shady at best. If I had another choice of internet provider I would happily spend more to never have to deal with Comcast again. They are the worst!!

Ticket: # 1258240 - Open Internet

Date: 10/12/2016 2:58:01 PM

City/State/Zip: Mars, Pennsylvania 16046

Company Complaining About: Armstrong Utilities, Inc.

Description

I believe Armstrong Utilities, Inc. of Butler, Pennsylvania is in direct conflict with the Open Internet regulations and they are blatantly stating that they will shortly be able to curtail the use of devices such as Apple TV, ROKU, etc, for those of us that have chosen to eliminate the Cable TV services that they provide.

While in the office today (October 12, 2016) dropping off our cable TV devices, a woman behind the desk at Armstrong's office at (b) (6), Butler, PA stated specifically, that "they (referring to us) are cancelling our services to switch to one of those Apple TVs. Well, we will be able to block the use of those shortly." This is both a verbal threat to me as a consumer, and obviously not in alignment with the Open Internet rules.

Further, they provide different levels of data caps, not based upon the internet plan you subscribe to, but based upon if you do or do not subscribe to other services. For example, I subscribe now to Zoom II, internet only service. My cap is 300 GB. That cap is increased if I subscribe also to either cable or telephone, and 400GB if I subscribe also to both cable and telephone, but usage on phone or cable in all cases does not count toward your cap in any situation. Thus, the increased data limits are TIED directly to the purchase of their other services which I thought was illegal.

Irregardless, the data caps and the mentality within the organization, shown by the statement from the office worker at the Armstrong location, clearly show the company's intent to try their best to insure that we, as consumers, can not switch to TV alternatives. As it is, there is limited competition in our area (Mars, PA, Butler County). I have one choice for an internet supplier, Armstrong, as I need upload speeds greater than 5Mbps, and actually pay for 10Mbps and 100Mbps download (at \$69 a month which is outrageous to begin with). Only one other competitor is even available to me but they do not supply those levels of upload. I'm not sure about Satelite, as it is not an option as I work from home and need the reliability of a hard connection. So, I'm first in an Oligopoly, and technically a Monopoly as no other providers are available at the speeds I need, and second, with a provider that clearly is pursuing anti-competitive practices.

Ticket: # 1257805 - Data caps from Comcast

Date: 10/12/2016 2:24:28 PM

City/State/Zip: Chicago, Idaho 60618

Company Complaining About: Comcast

Description

Comcast's policy for data caps is an anti-competitive measure designed to keep me from cutting the chord from their cable television service, a service that I am forced to pay for due to the fact I can't get a lot of the service without it. I have to use them for internet, because there are no other viable options near my home, and even with that, my data rate per month is capped for no apparent reason other than to keep me from utilizing alternative streaming sources, which would chew up data.

It's anti-competitive, and no other civilized world that we compete with on a technology scale (Japan, etc.) have data caps anymore and have nearly 2gbps data speeds.

I currently am only allowed a 1TB cap before being charged additionally and I run a business from home, as well as stream television shows, upload high resolution video and imagery, etc.

Ticket: # 1257808 - Do NOT allow Comcasts Data Cap!

Date: 10/12/2016 2:24:37 PM

City/State/Zip: Sacramento, California 95826

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Ticket: # 1258342 - Comcast's proposed data caps

Date: 10/12/2016 3:04:22 PM

City/State/Zip: Bridgewater, Massachusetts 02324

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1257817 - Data Caps and their Toxicity

Date: 10/12/2016 2:24:52 PM

City/State/Zip: Pueblo, Colorado 81001

Company Complaining About: Comcast

Description

Hello,

My name is (b) (6). We are soon getting a data cap from Comcast in our household. Data caps are bad. not only for individuals, but for the progress of society. As a computer scientist, data usage will go up as time goes on and these data caps will most likely stay the same, stifling the amount of information that can be found on the internet for most individuals.

Please stop these data caps before they spread even further. We as individuals cannot do that much, but you are the FCC have the ability to stop this.

Ticket: # 1257820 - Data caps should never exist

Date: 10/12/2016 2:24:58 PM

City/State/Zip: Nashville, Tennessee 37216

Company Complaining About: Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it

Ticket: # 1257822 - Comcast Data Caps

Date: 10/12/2016 2:25:03 PM

City/State/Zip: Minneapolis, Minnesota 55414

Company Complaining About: Comcast

Description

Comcast is abusing it's power as a monopoly in markets it controls by attaching data caps to customer plans. This directly and negatively affects tech companies reliant not only on high bandwidth and internet availability for themselves, but also for their customers and consumers to utilize their services. This will effect both large corporations and small startups alike, and will have cascading effects throughout the US and global economy. Comcast and similar companies have abused their power in the past for their own monetary gain due to the small or nonexistent competition in their business sector.

Ticket: # 1257825 - COMCAST data caps

Date: 10/12/2016 2:25:20 PM

City/State/Zip: Los Gatos, California 95032

Company Complaining About: Comcast

Description

COMCAST has imposed a 1TB/month data cap on my home internet service, where previously there was none. My bill did not change. I currently use on average half of this, but this number will only increase as I stream increasing amounts and higher resolution of Over The Top (Netflix etc) video. If I exceed the cap I will be charged up to \$200 extra per month.

This seems designed to steer me to using COMCAST for TV service, which will not use this data cap. I do not use COMCAST for my TV currently, I use other services (DirecTV / YouTube / Netflix / HBO Go / ESPN streaming / etc.).

Ticket: # 1257828 - Complaint on ISPs capping data

Date: 10/12/2016 2:25:38 PM

City/State/Zip: Kettering, Ohio 45429

Company Complaining About: Comcast

Description

Hello, I am filing a complaint about Comcast's recent 1TB data caps and the implications it has for consumers. I do not think this cap should be legal and I am calling on the FCC to protect consumer's access to uncapped Internet for 2 main reasons.

First, I am doubtful that Comcast can accurately implement these caps. There are numerous reports of ISPs like Comcast and Time Warner billing people beyond what is possible given the costumer's bandwidth, meaning even if the costumer is streaming at full capacity 24/7 for a period, they are being billed for beyond that amount. When Comcast, and any other ISPs implement data caps they are putting consumers at risk for inaccurate billing.

And two, Comcast is slowing down innovation by limiting access to Internet when data usage is growing. Although Comcast claims that 1TB is more than most of its consumers will ever need, and this is in fact true, data usage among Americans is growing rapidly and 1TB will soon be normal. Already, I use more than 1TB as a student that studies large data sets. For most Americans, with video quality increasing to 4K and with services like Netflix becoming more common place, 1TB is not very high. Consumers cannot rely on Comcast and other ISPs increasing their caps in accordance with consumer usage and this precedence of setting caps creates risk for consumers down the road.

In short, I believe Comcast's data cap of 1TB, along with similar data caps, should be discouraged in protection of consumer Internet usage. Thank you for your time and everything the FCC does to protect consumers.

Ticket: # 1257839 - Data Caps

Date: 10/12/2016 2:26:47 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: Comcast

Description

Viacom, the company behind Comcast, has rolled out data caps to my location. They are the only cable ISP in my area, so I have no option but to accept these data caps.

These caps are anti-competitive and restrict my options to switch from cable (a service Viacom sells) to cable alternatives like Netflix and Sling.tv.

Ticket: # 1257847 - Data Caps

Date: 10/12/2016 2:27:48 PM

City/State/Zip: Valparaiso, Indiana 46383

Company Complaining About: Comcast

Description

Comcast's data cap is only a way of controlling consumers. There is little practicality behind it when weighing the disbenefits. Mainly, it is inaccurate. Last month they claimed my apartment used 1002gb of data on the app, and then they claimed used 980gb on their website. There are a few other complaints like the added factor of having to find programs that use less data, which should not be a limitation to consumerism.

Ticket: # 1257849 - Comcast

Date: 10/12/2016 2:28:03 PM

City/State/Zip: Clark, New Jersey 07066

Company Complaining About: Comcast

Description

Comcast has inaccurate data usage meters and now is forcing people onto a 1TB data cap. This can prevent the use of Netflix and other streaming services in favor of Comcast's own streaming services or even cable rentals. This is seriously not ok, especially in areas that have no other choice for ISP like myself.

Ticket: # 1257851 - Data Caps

Date: 10/12/2016 2:28:09 PM

City/State/Zip: Eugene, Oregon 97401

Company Complaining About: Comcast

Description

The major company Comcast is trying to put data caps on their Internet services in a sad attempt to help stop Cable Cutters. This is incredibly anti-consumer and the only reason they can get away with it is due to there being so little competition. In there reasoning listed for why they're doing this on their website they claim that less than 1% of people use the amount of data that they're capping. If that's the real case then they shouldn't even need to cap data. It's just a monopoly trying to force itself on consumers.

Ticket: # 1257855 - Comcast Data Caps**Date:** 10/12/2016 2:28:21 PM**City/State/Zip:** Romeoville, Illinois 60446**Company Complaining About:** Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

Comcast has admitted that their data caps are not to manage congestion. They are leveraging their monopoly status in order to force consumers to pay more, in addition to incentivizing customers to use their other products, which do not count against their data caps. In this way, Comcast is violating Net Neutrality, as their chosen services receive an artificial competitive advantage over other services. This stifles innovation and slows the progress of America's technology.

I am the perfect microcosm of the situation. I am a cord-cutter; Comcast's least favorite consumer. I own my own cable modem and router, I do not subscribe to their cable tv services. I am quick to recommend any other internet company. Because of their caps, I have been forced to reduce my internet usage, reducing or eliminating my participation in novel products and services, taking away valuable revenue and attention from the forefront of innovation. I am appalled by the situation and wish I could change it. And yet, I am forced to use Comcast. I have literally no other choices and none are likely to appear anytime soon, due to Comcast's abhorrent abuse of regulatory capture in addition to the naturally high cost of entry. These conditions indicate to me that more regulation is required. Internet has become a utility as necessary to modern families as electricity and water, and it should be regulated as such. Comcast currently has no such regulations, and consumer exploitation in the form of data caps and other anti-consumer measures are the result.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b)

Ticket: # 1257875 - WE DON'T WANT DATA CAPS

Date: 10/12/2016 2:29:38 PM

City/State/Zip: Hayward, California 94542

Company Complaining About: Comcast

Description

Remove data caps!! make it illegal!

Ticket: # 1257876 - Comcast Data Caps**Date:** 10/12/2016 2:29:44 PM**City/State/Zip:** River Falls, Wisconsin 54022**Company Complaining About:** Comcast

Description

"I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it."

Ticket: # 1259787 - Comcast in Portland, Oregon

Date: 10/12/2016 5:20:37 PM

City/State/Zip: Portland, Oregon 97213

Company Complaining About: Comcast

Description

In November 2016, Comcast (which is the only real option for ISP provider in the Portland OR area) will be rolling out a 1TB Data Cap to all of its customers.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than rely on a monopoly. This is an unfair practice that brings back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its unfair and extortionist net neutrality rules.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

The Internet is no longer a luxury. It is an essential. For many, it has become a utility much like electricity. Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

I'm writing this email in hopes this will raise public awareness of this issue and flood you, the FCC, with our community's complaints and input so we don't have to deal with a stifled internet.

Ticket: # 1257884 - Comcast Net Neutrality

Date: 10/12/2016 2:31:17 PM

City/State/Zip: Merced, California 95341

Company Complaining About: Comcast

Description

Why is comcast permitted to use data cap policies that are not transparent to the public? I am complaining because it Comcast has been known to limit bandwidth to competitor sites like netflix. The lack if transparency makes it difficult to hold Comcast accountable. Please address the legality of data caps for ISPs. I don't have a time limit for phone use, why should it be any different for data? A lot of data is not even the consumers fault. We have required updates for multiple operating systems, computers and mobile devices. Even smart tvs. Why should that data usage count against. Something that is completely out of our control as consumers.

Ticket: # 1257888 - Comcast Data Caps**Date:** 10/12/2016 2:31:39 PM**City/State/Zip:** San Francisco, California 94112**Company Complaining About:** Comcast

Description

Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it

Ticket: # 1257889 - Comcast data caps

Date: 10/12/2016 2:31:40 PM

City/State/Zip: Portland, Oregon 97203

Company Complaining About: Comcast

Description

I am appalled that Comcast is rolling out with data caps. This is solely pinning down consumers who are cord cutters, yet it also affects people who work from home and students like me who take many online classes. Since Comcast is the only viable option in my neighborhood, I will be stuck shucking out more money to them when it is already so expensive. This takes us back to the Net Neutrality debate. Please do not let them continue this practice.

Ticket: # 1257895 - Comcast and other monopolies

Date: 10/12/2016 2:32:02 PM

City/State/Zip: Yuma, Arizona 85367

Company Complaining About: Comcast

Description

You are the one federal commission that can stop this madness. Push harder to regulate more. You will have the support of many as long as your efforts are public. Save the Internet. Kill data caps.

Ticket: # 1257899 - Comcast Data Caps

Date: 10/12/2016 2:32:39 PM

City/State/Zip: Burlington, Massachusetts 01803

Company Complaining About: Comcast

Description

I work from home and watch 4k television. Comcast does not provide what my current data usage currently is. Then Comcast wants to institute a data caps and charge if I go over. This is unfair to the consumer. I want unlimited data. I had it from Verizon for my mobile service on a family plan. They called my mother and lied to her to take it away. These data caps are just a cash grab. Unlimited data is possible and my data needs are only going to grow in the future as ultra 4k streaming becomes more standardized. The government gives these telecoms tax breaks in order to upgrade their infrastructure than pocket the money and do nothing. The telecoms than take this money from the saved taxes and uses it to lobby Congress and pressure laws that stymied competition such as Google fiber. Our country needs internet on par with the rest of the world such as South Korea. The next industrial revolution will be taking place from 3D printers with consumers being able to print replacement parts to fix home appliances or creating unique original art. Industrial Revolution 4.0 means that we will be able to make simulations of entire manufacturing facilities and test out energy theories in practice or have robots repair them selves. I work I'm building automation and understand the internet of things. More and more devices in the home will have internet connectivity to gather information to enhance the home experience. Please don't let corporate greed slow down innovation and the future.

Ticket: # 1257909 - Comcast Data Caps**Date:** 10/12/2016 2:33:32 PM**City/State/Zip:** Wildomar, California 92595**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in many areas. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1257910 - Comcast data caps - Effective Nov 1, 2016

Date: 10/12/2016 2:33:44 PM

City/State/Zip: Parker, Colorado 80134

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

I and my family were about to buy a 4K television. We were about to invest in VR technology on our home computers. We are all online gamers. We don't use social media except in the most basic sense. Knowing now that artificial limits are being placed on future growth possibilities, we have stopped considering that new TV, the new VR equipment. We are cord cutters, we don't have television service as we don't think paying for things we will never watch is fair (no sports ever in our house, so why do I have to pay for ESPN).

I can see a world where innovation is stifled as data demands go ever higher because of companies like Comcast forcing everyone they service into smaller and smaller boxes that only attempt to protect their bottom line by forcing cord cutters to return to the antiquated cable-tv model that has not evolved with the times.

Sincerely,

There is no real competition here for high speed access when CenturyLink can't even provide a 1/10 of the bandwidth that cable can. If there was, many people would leave for it.

(b) (6)

Parker, CO

Ticket: # 1257927 - ISP data caps

Date: 10/12/2016 2:34:38 PM

City/State/Zip: Houston, Texas 77021

Company Complaining About: Comcast

Description

Comcast has recently instituted a data cap in the Houston area where I live. This is ridiculous. Broadband metering isn't even transparent since third party companies who provide this service don't make their methods public. Data caps are anti consumer and a form of customer control. As HD streaming service become more available, customers will surely go over their caps and incur overage fees, making Comcast Cable services seem like a more viable option.

Ticket: # 1257918 - Data Cap

Date: 10/12/2016 2:34:08 PM

City/State/Zip: Issaquah, Washington 98027

Company Complaining About: Comcast

Description

Comcast's new data cap will effect my household per their roll out plan. Comcast is the only available ISP that serve internet to households in my area at modern speeds. The new data cap is targeted at cord cutters who chose to forgo cable television and instead chose to utilize the internet for their entertainment. Comcast is exercising their monopoly to stifle competition. The internet is the birthplace of innovation and corporate monopolies have kept America out of the top 10 countries for internet connection speed. Cable television is an aging business model that will eventually become obsolete. The internet delivers the same service cheaper and more user freindly because of open competition. With cable television there is no competition other than Satellite, which again does not work in my area due to surrounding landscape.

I ask the FCC to consider internet a common utility and to help the working class escape the clutches of a monopolistic company that has now instilled data caps to stifle entertainment competition. Thank you.

Ticket: # 1257934 - Comcast Data Cap Policy

Date: 10/12/2016 2:35:02 PM

City/State/Zip: San Jose, California 95110

Company Complaining About: Comcast

Description

The new 1TB data cap they are introducing is terrible for consumers. Outlined here:

https://www.reddit.com/r/technology/comments/5749a8/we_need_to_make_it_clear_to_the_fcc_that_we_want/

Ticket: # 1257938 - Comcast Data Caps**Date:** 10/12/2016 2:35:20 PM**City/State/Zip:** Woodinville, Washington 98077**Company Complaining About:** Comcast

Description

The Comcast data caps that are starting to be rolled out in my area are directly opposed to the idea of Net Neutrality. If it is still true that Comcast's own streaming content is exempt from the data caps (<https://www.dslreports.com/shownews/Comcast-is-Exempting-its-New-Streaming-Service-From-Usage-Caps-135691>), then they have further developed a monopolistic position in the market.

With this cap rolling out right as UltraHD and other 4K content is starting to become more mainstream, they have put themselves in a very advantageous position. Not only is their content going to be cheaper for consumers, but their competition will have little to no alternative means of ISPs to provide no data caps.

Other countries around the world have larger bandwidth and no data caps. If the United States wants its citizens and corporations to be competitive in information markets and strategies, we need to take steps to stop this monopolistic behavior by Comcast.

Ticket: # 1258313 - Comcast Data Cap

Date: 10/12/2016 3:02:20 PM

City/State/Zip: Portland, Oregon 97225

Company Complaining About: Comcast

Description

I live in Portland with two roommates. Each of us uses the internet for a variety of reasons, including school, and the new data cap will end up causing issues.

Ticket: # 1257956 - Data Caps From Comcast**Date:** 10/12/2016 2:36:30 PM**City/State/Zip:** Seattle, Washington 98121**Company Complaining About:** Comcast

Description

Comcast has begun to impose data caps in my area (Seattle, Washington). There is no valid way to have these numbers measured and tracked on my end. Only through Comcast. As internet speeds get higher, these caps will only be reached quicker and quicker. This is only a means for them to get more money. Please don't allow this practice to continue as it only stifles innovation, and is more money out of everyone's pockets, only to line another multi-billion dollar corporation.

Ticket: # 1257959 - Data Caps

Date: 10/12/2016 2:37:04 PM

City/State/Zip: Corvallis, Oregon 97330

Company Complaining About: Comcast

Description

The newly announced data caps by Comcast are limits on an essential part of life for every American now. Using the internet is increasingly the way people gain access to all forms of media (entertainment, news and even work or school). They should not be allowed to impose these limits on something so essential.

Not only that, but they are anti-competitive because they limit users from using services that compete with Comcast's cable TV products. Limiting data from services like Netflix/Hulu etc. allows them to penalize you for using a competing product more often. It essentially incentivises the use of their own products.

These are just two problems. They know their actions are problematic, that's why they're rolling them out so slowly. I hope the the FCC will not ignore this issue. The internet is increasingly functioning like a public utility. Perhaps it is time to see regulation appropriate for the internet's integral role in modern life.

Ticket: # 1257975 - Comcast Internet Data Caps

Date: 10/12/2016 2:38:17 PM

City/State/Zip: Lansing, Michigan 48910

Company Complaining About: Comcast

Description

I signed up for Comcast internet because they were the only provider in my area. At the I signed up there where no data caps, but now they are implementing 1 TB data cap. Internet usage is a necessity to my research (working on my Ph.D. in earth sciences) and is also my only means of media consumption. A data cap would negatively impact an essential utility in my life.

Ticket: # 1257976 - Comcast "Data-Cap" Complaint

Date: 10/12/2016 2:38:26 PM

City/State/Zip: Houston, Texas 77023

Company Complaining About: Comcast

Description

Hello Sir or Madam,

I was recently notified via an email sent to me buy my ISP Comcast that they plan to enact data caps of 1TB/month in the Houston area beginning Nov. 1st.

I find it unreasonable that Comcast feels that they can limit something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium.

Too add insult to injury it appears that streaming content hosted by Comcast's streaming service that is accessed from a Comcast connection will not impact the new data limit. This is the kind of practice that diametrically against the concept of open internet and net neutrality.

Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity.

The consumers of america deserve better than this,

If this was indeed read thank you very much for your time, the FCC is vital to the protection of consumer rights in this digital age and you and your organization are appreciated in holding these companies accountable.

[Ticket: # 1257986 - Data caps](#)

Date: 10/12/2016 2:38:55 PM

City/State/Zip: Fairfield, Ohio 45014

Company Complaining About: Comcast

Description

Even though Comcast's data caps don't currently affect me directly, it could change the landscape as we now it, and not for the best. The practice must be stopped before it becomes the norm.

Ticket: # 1257996 - Broadband monopolies and data caps

Date: 10/12/2016 2:40:02 PM

City/State/Zip: Blue Bell, Pennsylvania 19422

Company Complaining About: Comcast

Description

I have limited access to high speed internet providers (I am fortunate to be close to a city and still have only Comcast, Fios and satellite). I am threatened with impending data caps that discourage me from abandoning the traditional cable tv delivery model. High speed internet is essential. Products now ship with no user guide, only a website. I have only written 4 checks in as many years since the entire banking and payment system is online. I pay more now for internet alone than I did 18 years ago when high speed broadband was new, untested and only yet in limited use (typically when a birthing technology is most expensive). The internet needs to be treated as a right to all people and its delivery and pricing should be transparent.

Ticket: # 1258005 - Comcast Data Caps in Southwest Virginia

Date: 10/12/2016 2:40:23 PM

City/State/Zip: Blacksburg, Virginia 24060

Company Complaining About: Comcast

Description

Hello,

I'm a graduate student at Virginia Tech doing research in machine learning. I mention this because Comcast has just rolled out data caps on their service in order to deflect scrutiny from the caps in place that directly affect my work. In my line of research it is not unheard of to download data sets that are larger than a 1TB, and, with no access to other providers from my apartment complex (one of the largest on the east coast) I would have to travel to campus with a >1TB external hard drive to leverage Tech's own internet service to access the required data. It behooves the FCC to pursue the elimination of data caps among all providers, that information may be exchanged with freedom.

Thank you.

Ticket: # 1258030 - Comcast data cap issue

Date: 10/12/2016 2:42:30 PM

City/State/Zip: Folsom, California 95630

Company Complaining About: Comcast

Description

Comcast releasing a data cap on its customers is very unethical. Comcast is basically a monopoly in most areas, mine included, as it is. There is not reasonable cable Internet provider besides Comcast. Since this is the case, we can't have comcast making changes like a data cap because it kills technology improvement like higher definition videos, better video games, etc without paying more through Comcast. This policy also attempt's to kill comcast's competition like Netflix by potentially limiting what you can watch through Netflix whereas there would not be that penalty using comcast. Comcast shold not be allowed to limit something so crucial to today's society to kill off competition and make their maintenance costs less when they are fully capable of increasing the nations bandwidth capability and are the only option available for cable Internet in majority of our nation.

Ticket: # 1258019 - Data Caps

Date: 10/12/2016 2:41:33 PM

City/State/Zip: Archbald, Pennsylvania 18403

Company Complaining About: Comcast

Description

Comcast is attempting to institute an unacceptable data cap policy, which will stifle any businesses attempting to innovate online services. They already have a monopoly in many areas, and I fear that if they are allowed to start implementing data caps, they will only get worse and worse and will slow down the development of other services.

Ticket: # 1258027 - Comcast Data Caps

Date: 10/12/2016 2:42:15 PM

City/State/Zip: Mountain View, California 94040

Company Complaining About: Comcast

Description

Comcast's 1 TB data cap Will limit my ability to use services that I paid for, including Netflix, Hulu, and NFL Sunday ticket streaming. I enjoy these services and high-quality high definition television but she uses a lot of data. I also subscribe to Comcast television services, so I'm not simply attempting to cut the cord, but rather supplement my existing television service.

Ticket: # 1258036 - Data Caps Are Bad For the Internet

Date: 10/12/2016 2:42:52 PM

City/State/Zip: Phoenix, Arizona 85022

Company Complaining About: Comcast

Description

The moves by Comcast to limit data transfer over the internet by charging obscene amounts of money for going over an unreasonably small data cap needs to stop. All this practice does is stifle the internet and try to force users onto cable which in any other case is an inferior product. Comcast is screwing the average consumer and creating a monopoly because in many areas they are the only option for internet and the consumer doesn't have any recourse. Please don't let companies like Comcast and the practice of data caps destroy the internet.

Ticket: # 1258041 - Data Caps on Modern ISP Services

Date: 10/12/2016 2:43:06 PM

City/State/Zip: Sacramento, California 95842

Company Complaining About: Comcast

Description

Data caps have recently started coming to home internet services, namely Comcast and AT&T, including my own service. There are a great deal of problems with this and I'd like to raise a few in hopes the FCC stops this practice.

1) Lack of Accuracy, Transparency, and Accountability

Comcast and AT&T are both in charge of tracking customer usage. This gives the companies the incentive to have inaccurate measurement systems that promote high, or exaggerated data usage. Not only are the current measurement techniques used wildly inaccurate, but Comcast and AT&T are benefiting from that while the customer is being forced to pay more for something they very possibly didn't use.

2) Hampers Competition

Comcast and AT&T are also television service companies in addition to ISPs. It is no coincidence that they are instilling data caps on customers as more and more people are "cord cutting" and using alternative services to consume media. Comcast and AT&T are hedging their bets to discourage "cord cutting" (since television does not use data that is capped), and inflate the perceived cost of using entirely internet driven media.

Given a 3-5 person household that uses a service like Netflix, watching HD video, it is very easy to go well over the data caps set by Comcast and AT&T, and that doesn't include other services, such as

- * Updated software (Windows, business grade software, or media editing software that usually several GBs in size)

- * Purchasing digital goods (example: purchasing a digital game through a service like Steam requires customers to download the game files over the internet. Some are 60+ GBs in size, and will only increase over time as games become more advanced)

Future digital products will continue to grow in size, not shrink. Data is being utilized more and more and resolutions increase, media improves, and people consume more on the internet. Creating data caps now stifles competition because media must fall inline or customers will have to spend more just to consume it, due to these caps. It allows Comcast and AT&T, plus other providers, to dictate the future of the internet, and technology world by forcing consumers to pay more for certain products, and or services.

This is a huge conflict of interest. A media company should not be able to control what media competes with them, and control what type of media is available to customers. Holding high data media, or high consuming customers ransom through data caps is happening already, and will only worsen in the future with data caps.

3) Users have very little choice in ISP

I'm lucky to have 2-3 options in my household, but many in the United States do not have this luxury. A majority of households only have one option when it comes to a provider, giving them a monopoly

in their area. Lack of competition is allowing ill practices like data caps to further limit their customers. If I do not like the idea of data caps, I have no way to "vote with my dollar" and choose another company who does use them. My options are ALL data cap utilizing businesses.

The internet is no longer a luxury. Most people cannot live without it, including me and my work. It is an essential utility for many, just like electricity.

Hampering it as AT&T and Comcast have done, and will continue to do, is wrong. I cannot fight this as a consumer, due to my options in my area, and the lack of competition in the United States.

Data caps are at the peak of this issue.

Ticket: # 1258136 - Comcast data caps

Date: 10/12/2016 2:50:51 PM

City/State/Zip: Madison Heights, Michigan 48071

Company Complaining About: Comcast

Description

Comcast data caps are exploiting consumers who have no other options and are extremely dependent on the internet for daily activities like paying bills, accessing online documents, and working via cloud based systems. Data cap is a flawed and restrictive concept.

Ticket: # 1258045 - Comcast data Limits

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

City/State/Zip: Minneapolis, Minnesota 55401

Company Complaining About: Comcast

Description

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1258046 - Comcast Data Caps

Date: 10/12/2016 2:43:15 PM

City/State/Zip: Houston, Texas 77047

Company Complaining About: Comcast

Description

In a world where file size and internet speeds are increasing, imposing data caps only benefits Comcast and other ISPs in the near future.

Comcast's number one argument right now is that "One Terabyte is WAY more than any household needs per month." Well, I wouldn't argue against that -- right now. However, in 10 years will one Terabyte be way more than a household will need? I say no. How about 20 years? Compare our data consumption now to that of 2006 and 1996. It has grown exponentially and will continue to do so.

Allowing this malpractice sets citizens up for exploitation in just a few short years.

Please prevent ISPs from imposing this exploitative limit. They are already guilty of running a monopoly in many instances and have extremely intelligent people looking for ways to milk the most money out of its customers, now and in the long term.

Ticket: # 1258049 - Comcast - Lack of competition, data caps, price gouging

Date: 10/12/2016 2:43:26 PM

City/State/Zip: Mahtomedi, Minnesota 55115

Company Complaining About: Comcast

Description

Comcast has instituted a datacap in my area.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Internet access is now an essential part of our daily life, and having a company gouge us with overpriced internet with no real competition causes stagnant innovation and lack of progression. The only other internet service available in our area is 1.5 MB DSL. Saying that their product is direct competition to big Cable internet like Comcast is like saying a bicycle is competition to a Ford Mustang in a race.

Ticket: # 1258050 - Comcast and ATT data caps

Date: 10/12/2016 2:43:35 PM

City/State/Zip: Willowick, Ohio 44095

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1258054 - Data Caps should not be allowed

Date: 10/12/2016 2:44:17 PM

City/State/Zip: San Francisco, California 94134

Company Complaining About: Comcast

Description

I, as an American Citizen, am outraged that Comcast has implemented a mandatory data cap on all of it's users. This should not be allowed. In today's society where data should be free and unrestricted, it makes no sense to implement a ceiling to the resource of data. Especially when content is getting larger with 4k quality video and 50+GB games, a cap would definitely set up back. Please do not allow this to move forward!

-Angry Citizen

Ticket: # 1258057 - Data caps that Comcast puts on its customers**Date:** 10/12/2016 2:44:23 PM**City/State/Zip:** Sykesville, Maryland 21784**Company Complaining About:** Comcast

Description

As a customer of Comcast in a county jurisdiction where there is no allowed competition, I have to pay for Comcast internet service as my only high speed internet option. But now Comcast is placing limits or data caps on my usage. The way they measure this seems inaccurate compared to the things I do use internet service for. They offer very poor methods to monitor or verify my usage - a kind of believe us or not, but this is what we claim you have used. They advertise high speed internet (which really isn't all that high speed compared to other locations across the US), but when I use streaming services which they tout such as Netflix or Hulu, they are then quick to say I have exceeded my limit, and want to charge me more. This is a confusing business practice and dampens my usage of internet services. I work for the Federal Government and working from home is an option, but now I'm not sure I want to use this as my access could be limited by their data caps. Please have Internet Service providers such as Comcast come up with concrete methods that everyone can use and verify for their internet usage, and come up with reasonable standards of what everyone should receive for basic service. This craziness of throttling or blocking my access of unverifiable claims of usage is just plain nuts. Thanks so much FCC, you guys are doing a great job.

Ticket: # 1258062 - Comcast Data Caps

Date: 10/12/2016 2:44:50 PM

City/State/Zip: North Logan, Utah 84341

Company Complaining About: Comcast

Description

On October 6th, 2016 I received an email from Comcast informing me that my internet will have a data cap starting November 1st, 2016. I feel that this violates and discourages an open internet. Comcast has a monopoly in my area so I do not have any alternatives that are comparable in service. With the increase of bandwidth intensive media and programs, I find the idea of a data cap anti-consumer. Comcast is discouraging video streaming apps with data caps so you are forced to buy their TV service.

There have also been concerns about how Comcast will monitor my data usage and if the monitoring provides an accurate usage summary.

If I were to pay for 'Unlimited' no data cap internet, my monthly bill would double. Data caps are an unacceptable practice for home internet, which I consider an essential utility.

Ticket: # 1258065 - Data Caps Should Not be Allowed**Date:** 10/12/2016 2:45:03 PM**City/State/Zip:** Rawlings, Maryland 21557**Company Complaining About:** Comcast

Description

Recently, the issue of data caps for home ISPs has been a topic of discussion for organizations like the FCC as well as on communities. Allowing data caps is a terrible idea for consumers because it allows ISPs to bully their customers and tell them how they can use their connection, but I think data caps aren't the inherent problem. The real problem is that ISPs have regional monopolies that allow them to do whatever they want anyway. After a company has one avenue of screwing their customers blocked (see the net neutrality issue from a few months back) they will just look for another way to exploit customers. If these companies that want to enact restrictions on their customers had competition at the local level (like multiple ISPs being allowed to provide service to someone) then the people of America would be able to make the right choice for them and not just the right choice for the big-business Internet companies.

Ticket: # 1258070 - Comcast Data Caps**Date:** 10/12/2016 2:45:18 PM**City/State/Zip:** Oak Park, Illinois 60302**Company Complaining About:** Comcast

Description

I am against any data caps that may be coming from Comcast or any Internet Service provider in the near future. Internet should be considered a utility and available for all without data caps. These caps would solely be in place to control the consumer and generate a bias against applications that consume large amounts of data like Netflix and Steam. Since there is no government agency dedicated to regulating broadband metering many consumers are at the discretion of their ISP to determine how much data they've consumed. This will force the consumer to limit their data consumption and opt for cable which Comcast will most definitely provide.

I understand that I have many options to choose who my internet provider is. I also know other's are not as fortunate and will be forced to adhere to the caps. I will make that known to Comcast by communicating my dissatisfaction. Please see that these data caps are not put into practice.

Ticket: # 1258071 - Data caps

Date: 10/12/2016 2:45:18 PM

City/State/Zip: Maplewood, Minnesota 55119

Company Complaining About: Comcast

Description

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1258072 - COMCAST Data Caps

Date: 10/12/2016 2:45:20 PM

City/State/Zip: Banner Elk, North Carolina 28604

Company Complaining About: Comcast

Description

Data caps are in clear violation of your net neutrality rules. Please enforce the rules you set forth.

Ticket: # 1258073 - ISP data caps

Date: 10/12/2016 2:45:25 PM

City/State/Zip: Santa Cruz, California 95062

Company Complaining About: Comcast

Description

I would like to share my concern for the idea of data caps on home internet. First there is no reason to create these caps other than to lay the ground work for a pay structure that unfairly targets streaming and gaming services. There is no limit to the amount of internet that can be utilized by customers and with increasing data requirements every day, it is only a matter of time before this rule is used to extort money from people who are simply using the software as intended. There is also no accountable system for reviewing how much data you have really used and currently there are hundreds of cases of complaints about being charged for data that was not used by the customer. It is the start of a new set of changes done by Comcast that try to recreate the rules of net neutrality that they already lost on. Please do the right thing for the consumer and for competition in the market of ISPs. Thank you and keep up the great work.

Ticket: # 1258075 - Comcast Data Caps

Date: 10/12/2016 2:45:30 PM

City/State/Zip: Minneapolis, Minnesota 55408

Company Complaining About: Comcast

Description

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Ticket: # 1258084 - Data caps

Date: 10/12/2016 2:46:17 PM

City/State/Zip: San Francisco, California 94133

Company Complaining About: Comcast

Description

The use of data caps by ISPs is blatantly anti-consumer. Rather than providing a legitimate technical or engineering based reason for why data caps exist for home internet, ISPs have repeatedly provided outright false or unquestionably biased justifications. As more and more of our internet usage requires high bandwidth internet (video streaming, gaming, virtual reality), the imposition of data caps with no true justification is little more than an attempt to squeeze further fees out of customers, limit their internet usage and drive them back to ISP owned cable packages. The use of data caps by internet providers should be made illegal.

Ticket: # 1258085 - Data Caps for Internet Services

Date: 10/12/2016 2:46:22 PM

City/State/Zip: Carol Stream, Illinois 60188

Company Complaining About: Comcast

Description

I am against data caps and want to see this outlawed. Internet usage should be uncapped as the world is becoming increasingly more data dependent.

[Ticket: # 1258086 - Comcast's data cap](#)

Date: 10/12/2016 2:46:27 PM

City/State/Zip: Joliet, Illinois 60432

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Ticket: # 1258095 - Comcast and Data Caps

Date: 10/12/2016 2:47:05 PM

City/State/Zip: Sellersville, Pennsylvania 18960

Company Complaining About: Comcast

Description

Good afternoon,

I am writing to advocate against the business practice of Data Caps. Larger ISPs like Comcast have increasingly utilized Data Caps as a parasitic business practice in order to milk their users for more profit and to limit which websites have access to their clientele. I believe that Data Caps stymie creativity, encourage market collusion among ISPs, and ultimately create an pseudo-monopoly of internet provision. Please take steps to ensure that Comcast, and companies like them, discontinue the use of Data Caps and keep the internet neutral from their influence. Furthermore, Comcast's reprehensible customer service, their shoddy business practices, and anti-competition policies are detrimental to an open, capitalistic market. Please consider holding an influential company, such as Comcast or other ISPs, to higher standards.

Thank you

Ticket: # 1258096 - Comcast instituting data caps in my State

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

City/State/Zip: Portland, Oregon 97206

Company Complaining About: Comcast

Description

My home is in Portland, Oregon, and we have only one option internet, Comcast. They are soon going to be instituting a 1tb data cap, and will directly hurt me as a customer. I routinely perform offsite backups of my data, watch streaming services, and play online games. Comcast does a great job of advertising their high speed options, and routinely use sales pressure techniques to try and upsell that service. Uncapped data for customers does not hurt or impact Comcast's ability to provide service to its customers, it's a sham to charge more to customers. If I had the option to switch to a different provider, I would very quickly and happily do so. I hope my complaint is one of many, so that you as the FCC understand this is a big issue for a lot of people. Thank you for your time reading this, please fight on the side of us little consumers!

[Ticket: # 1258097 - Comcast's data cap policy](#)

Date: 10/12/2016 2:47:13 PM

City/State/Zip: Washington, District Of Columbia 20037

Company Complaining About: Comcast

Description

Comcast seeks to issue a data cap policy in order to control consumer behavior and address the rise of media streaming companies such as Netflix and Amazon and decreasing numbers of TV viewership. Comcast routinely engages in monopolistic practices. I understand the FCC is investigating data cap policies enacted by companies such as Comcast and I wish to congratulate the FCC and voice my nonconformity with such monopolistic practices by media giants. Internet access is now integral to our lifestyle and providers like Comcast want to address their years of lack of innovation with actions that actively hurt their customers.

Ticket: # 1258103 - Comcast Data Caps

Date: 10/12/2016 2:47:51 PM

City/State/Zip: Portland, Oregon 97202

Company Complaining About: Comcast

Description

Data caps are severely anti consumer and with no threat of competition due to regional monopolies policies like it will continue. Internet must be made a utility for the sake of consumers

Ticket: # 1258105 - Broadband data caps

Date: 10/12/2016 2:47:56 PM

City/State/Zip: Portland, Oregon 97217

Company Complaining About: Comcast

Description

Starting November 1st I will be subject to a 1TB data cap on my internet service. This will affect greatly how I and the people I live with we be able to use our internet service. I currently share housing with two other people and use my personal connection for work related to web development, this work can sometimes require me to download and upload whole disk images ranging anywhere from 2 to 10gb. This data cap will unfairly limit both my roommates ability to enjoy streaming services and my ability to work from home. Unfortunately, since Comcast has a monopoly in my neighborhood on speeds higher than 6 mbps I am forced to subscribe to their service to meet the bandwidth needs of our household. Comcast argues that the data caps are only to ensure the users who use more bandwidth are charged more. Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Comcast has done nothing to upgrade it's service:

With the rise of streaming services and the eventuality of larger files sizes it is obvious that network infrastructure will need to be upgraded. Just like roads need to be repaved and lanes need to be added to accommodate for traffic, network infrastructure requires upgrading and maintenance. Comcast has done nothing to upgrade their network in my area while still raking in record profits, yet alleges that bandwidth is scarce.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1258106 - Data caps

Date: 10/12/2016 2:47:57 PM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Comcast

Description

Comcast is implementing data caps on internet usage in my state. The obvious reason for this is to limit competition for them in TV services as their own non-streaming service will not be hamstrung caps. Competing streaming services will thus be hurt. I hope the FCC can fight the caps as I fully believe lawmakers will only support this position if it is supported by corporate money. And unfortunately Comcast lobbying has much more cash than the smaller streaming services do.

It would eventually be great if there were many consumer choices for internet service and thus FCC did not need to get involved. Unfortunately this is not the current situation for most people. Normally only one high speed provider is available. These internet companies will exploit this near monopolistic power as much as they can unless the FCC or other lawmakers can curb it.

Ticket: # 1258137 - Comcast data caps

Date: 10/12/2016 2:50:51 PM

City/State/Zip: Saint Paul, Minnesota 55105

Company Complaining About: Comcast

Description

This is in regard to Comcast adding data caps to the consumer plans of their customer base. As we have moved forward in the digital age, the providers are starting to enforce limits on internet usage with these caps. While Comcast as a company claims this is in the best interest of the consumer base, they continue to provide no hard proof or evidence in regards to this choice, and with the advent of streaming media such as Netflix and Amazon video, among countless other services including video gaming, YouTube and more, this cap will be easier and easier to hit in the forthcoming years. For example, the cap currently is set at 1TB of data usage, of which I have consumed over half in around a quarter of the billing period. This will potentially result in limiting data access in the long term which is blatantly anti-consumer. With little to no alternatives in many markets, the community wishes this be approached as a breach of net neutrality or as at the very least, a manner in which Comcast chooses to run their business and forces pressure on their customer base to pay extraordinary fees to use the services under reasonable contexts. I would like to see the FCC crack down on these practices before a year passes and they change the caps to something like 500GB, because currently there is no law saying they cannot, which will have devastating results on internet access country wide.

Ticket: # 1258129 - Internet Data Capa

Date: 10/12/2016 2:50:24 PM

City/State/Zip: Spokane, Washington 99207

Company Complaining About: Comcast

Description

The implementation of internet data caps, specifically by Comcast and other companies who hold regional monopolies over internet access, is not only non-competitive from a business standpoint but also aims to restrict access to the internet, which has become a necessity in our modern society. I urge you to prevent cable companies from implementing data caps as they threaten the livelihood of many individuals through absolute control of what has become an essential utility.

Ticket: # 1258139 - Comcast Data Cap Policy

Date: 10/12/2016 2:51:06 PM

City/State/Zip: Grandville, Michigan 49418

Company Complaining About: Comcast

Description

The data cap policy that Comcast is introducing is a flawed consumer control measure against those who do not want a cable subscription and is a direct action against companies that have actually innovated over the past decade. This method has no guarantee of accuracy or transparency, and many Comcast customers will be forced to continue using their service as they have little choice in what ISP they can use in their area.

Ticket: # 1258141 - Comcast Data Caps

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

City/State/Zip: Newark, Delaware 19810

Company Complaining About: Comcast

Description

Comcast is attempting to add 1 tb data caps to their internet service. Not only is this restrictive on some users today, if allowed this will become a hindrance to everyday life as our data needs increase. Years from now this will be viewed either as a misguided attempt to regulate the internet that was shot down, or an albatross around the neck that persists in handcuffing innovation. I hope it turns out to be the former.

Ticket: # 1258145 - Unjust data caps

Date: 10/12/2016 2:51:19 PM

City/State/Zip: Fort Lauderdale, Florida 33314

Company Complaining About: Comcast

Description

I have Comcast; not because they're the only provider in my area, but because they're the only provider capable of the speeds and data throughput my household requires. We have two computers, one for work and one the kids use. Between two adults, and four kids, data usage via YouTube, Netflix, and job-related functions, you can imagine we use a lot of data. Average 500-700GB a month, sometimes up to 1.5TB. All streaming and work-related functions.

This wasn't a problem 12 months ago when Comcast did not impose arbitrary cash-grab data caps. I had unlimited data, with no caps, no limits, no restrictions, for my base monthly fee. Three months ago I had a data cap of 300GB, where I actually had to not permit the kids to use Netflix to watch their shows on the weekends or evenings. Today I have a data cap of 1TB.

While an improvement over 300GB, it is still arbitrary for the sole purpose of milking money from customers that had unlimited previously. The company has openly stated there is no technical reason for the caps, but is instead a business decision. This is driving my family away from using other online services that we pay for due to the need to stay away from the data cap.

What will people do when 4K is commonplace? Do you know how much data 4K consumes per hour? We cannot allow these companies to impose arbitrary restrictions that stifle online services or force customers to make hard choices on what they can use each night. Attached a screenshot of the last 3 months of data usage where I had to curb internet usage due to the data caps, with two months still going over the 300GB arbitrary limit. We are on track to break 400GB this month and that is still with relatively light usage. Problem is we disconnected cable TV service. When 4K comes, this will not be feasible for anyone except the ISP's that are imposing these limits for some extra money off an already stupidly profitable "service".

My complaint is that data caps are arbitrary, unfair, stifle competition, and should not be permitted. It's a violation of a free internet, and a violation of net neutrality as the ISP's are picking and choosing their services to be exempt from data caps in efforts to force me to use their services. Services that I HAVE to use to be connected as wireless and AT&T just do not work.

Ticket: # 1267867 - Comcast Data Caps

Date: 10/14/2016 7:10:57 PM

City/State/Zip: Vancouver, Washington 98661

Company Complaining About: Comcast

Description

I am against Comcast setting a data cap.

Ticket: # 1258149 - Comcast Data Cap

Date: 10/12/2016 2:51:56 PM

City/State/Zip: Bothell, Washington 98012

Company Complaining About: Comcast

Description

Comcast is going to put a data cap onto our household next month, Internet should be a utility that is not capped off, water and electricity don't get cut off after a certain threshold.

Ticket: # 1258157 - Internet data caps

Date: 10/12/2016 2:52:28 PM

City/State/Zip: Chicago, Illinois 60654

Company Complaining About: Comcast

Description

Comcast is trying to implement data caps for users, claiming people don't need unlimited internet data. This is both anti-competitive (as it directly affects people who use streaming services that compete with Comcast's cable offerings) and also bad for technological innovation. As we innovate and become a more tech focused society, more tasks will be dependent on data. This will become an opportunity for Comcast to lower the data caps and price gouge customers.

Ticket: # 1258158 - Comcast Data Capping Internet Service**Date:** 10/12/2016 2:52:32 PM**City/State/Zip:** Woodbury, Minnesota 55129**Company Complaining About:** Comcast

Description

Data capping internet service to 1TB with overage charges. Charge is unreasonable given what that level of data usage actually costs them as a company, and an additional \$50 for "unlimited" data is also not a reasonable charge.

Also, likely put in place to pin heavy users of internet video streaming services like Hulu, Playstation Vue, Netflix, Sling, etc with extra charges since they are all competing services with their Cable TV offering. While this may not be a problem *yet* for many users, the increasing production and usage of 4k video content will likely have a lot of people starting to hit this cap in the near future. Given Comcast's poor customer service and vested interest in making sure they keep raking in stupid profits, I have very little faith that they will re-evaluate the cap in a timely manner. Honestly though, I think any sort of cap is horrible for customers anyways. They're not something we should have to worry about.

P.S. I know it's a regulatory, optical mess, but please un-bundle the last mile. I want choices for internet providers. I don't really have any meaningful ones right now.

Thanks,

(b) (6)

Ticket: # 1258159 - Data caps

Date: 10/12/2016 2:52:34 PM

City/State/Zip: Vacaville, California 95687

Company Complaining About: Comcast

Description

Why does there need to be any data caps on home internet usage? Using more data doesn't place any strain on the ISP network at all. Please consider this illegal and monopolistic act

Ticket: # 1258165 - Comcast Data Cap**Date:** 10/12/2016 2:52:55 PM**City/State/Zip:** Parker, Colorado 80134**Company Complaining About:** Comcast

Description

Comcast has repeatedly raised the price of internet-only service to the point that ordering internet service is cheaper when it includes television service. This is clearly a move to maintain their failing broadcast television business. The internet is not a natural resource or limited resource. It is a shared resource limited only by the interconnection links. By cutting off internet at any limit, Comcast is refusing to maintain and upgrade its infrastructure as demand and scale require. There are already pricing tiers for speed, which limits consumption, so fairness and cost are not valid arguments for data caps.

I believe Comcast would not have implemented data caps if there was true competition in its service areas. At my house, i have Comcast or CenturyLink. CenturyLink offers up to 40 Mbps, but typical speeds achieved by my neighbors is much lower. As such, Comcast is the better option, despite being more expensive. So the choices are to live under a data cap or have unusably slow speeds (for large file downloads and video streaming) during many hours of the day.

To add insult to injury, Comcast has been increasing speeds in the area. This shows the infrastructure does not require a data cap to operate effectively OR Comcast wishes its customers hit their data caps, which triggers and automatic additional charge. I will hit my data cap in under 54 hours (just over 2 days) if i were to use my connection constantly at the speed they allow me to achieve. This artificial capping and auto charging is predatory behavior and should not be allowed.

Data caps, under any implementation, are an unfair way of punishing users for using what they paid for. It incentivizes the provider to keep data limits low and overcharge customers in order to maintain high profit margins in a non-competitive market.

Ticket: # 1258166 - Comcast Data Caps

Date: 10/12/2016 2:52:55 PM

City/State/Zip: Flatrock, Michigan 48134

Company Complaining About: Comcast

Description

Comcast implementing data caps directly stifles competition (Like netflix) and hinders users. These caps are unmonitored and unregulated. With no other option for internet provider in some areas this is unavoidable.

Ticket: # 1258171 - Data Cap Complaint**Date:** 10/12/2016 2:53:12 PM**City/State/Zip:** Normal, Illinois 61761**Company Complaining About:** Comcast

Description

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Ticket: # 1258172 - Data caps

Date: 10/12/2016 2:53:13 PM

City/State/Zip: Bozeman, Montana 59718

Company Complaining About: Comcast

Description

Limiting the nation's access to the Internet with data caps would not only slow the rate of invitation and growth in the economy but would also force cord cutters back under the cable monopoly that they are deliberately trying to avoid.

Ticket: # 1258174 - Comcast Data Caps

Date: 10/12/2016 2:53:26 PM

City/State/Zip: Somerville, Massachusetts 02144

Company Complaining About: Comcast

Description

Comcast shouldn't be allowed to charge customers based on data usage. Data isn't a finite resource and it doesn't cost them anything different to provide a customer 1GB of data or 100 GB of data. Bandwidth is a finite resource, that's why we pay them for internet speeds, not for data. Them installing a data cap is anti competitive because streaming from Comcast's video streaming service doesn't count towards the data cap, but streaming from any other source is counted.

Ticket: # 1258175 - Comcast Data Caps

Date: 10/12/2016 2:53:27 PM

City/State/Zip: Portland, Oregon 97205

Company Complaining About: Comcast

Description

Beginning in November, Comcast (the only real option for ISP provider in the Portland OR area) will be rolling out a 1TB Data Cap to all it's customers. The data cap is another tool that Comcast is attempting to use to circumvent FCC open internet and net neutrality policies. The cap now passes the cost to consumers as opposed to online content providers.

The accuracy of the data caps is also preformed in a questionable way. Currently their is no way to appeal or examine how traffic is measured.

I encourage the FCC to examine this issue and ultimately put an end to the practice.

Ticket: # 1258176 - internet/Comcast Internet data caps

Date: 10/12/2016 2:53:29 PM

City/State/Zip: Topeka, Kansas 66606

Company Complaining About: Comcast

Description

Upon hearing that Comcast and more than likely other ISPs are in talks of implementing Internet data caps I had to file a complaint. Internet data caps are absurd who are ISPs to tell us how much, when, and what we can browse on the Internet. It makes absolutely no sense limiting Internet usage with data caps. It's like having access to the interstate system in the United States but then having someone turn around and limit you to only 1000 miles. Sure to some that may be more than enough but that's not the point. The point is limiting access to what, at this point, is a basic utility in major parts of the world is nothing more than detrimental and a blatant attempt to conserve a monopoly companies have on Internet usage.

[Ticket: # 1258196 - Comcast Data cap policies](#)

Date: 10/12/2016 2:54:35 PM

City/State/Zip: Miami, Florida 33173

Company Complaining About: Comcast

Description

data cap policies from Comcast and other ISP are breaking the principles of net neutrality and as a member of a family of five people, data caps greatly injure either our internet browsing time or our budget.

Ticket: # 1258300 - Comcast data cap**Date:** 10/12/2016 3:01:30 PM**City/State/Zip:** Albuquerque, New Mexico 87111**Company Complaining About:** Comcast

Description

I'd like to voice my concern about Comcast rolling out a 1TB data cap for all users. While this doesn't currently affect me and likely not too many others, it poses some big problems:

First and most importantly, this is a change that opposes an open internet. Imposing a data cap will affect heavy users now but many many more users in the future as more content and higher definition content become mainstream. Because Comcast sells cable TV packages and has their own streaming service (which is not subject to the cap), the data cap which will ultimately force users to use fewer content services offered by Comcast competitors. This is not a change that allows for market competition, especially when Comcast is largely a monopoly service provider.

Second, Comcast already sells their plans with speed limits. So this is effectively a double throttle/tax. Cap my speed or cap my data, but not both.

Third, this is a change in the service that I signed up for, which has no data cap. And I can be sure my billing rate won't go down with the newly imposed limit. If Comcast needs to update their infrastructure to keep up with trending usage, then they should do that rather than imposing an arbitrary cap to discourage users from using services that compete with them.

I think there must be a better solution here, that is more future-proof and keeps the internet open and competitive.

Ticket: # 1258180 - Data Caps

Date: 10/12/2016 2:53:49 PM

City/State/Zip: San Bernardino, California 92407

Company Complaining About: Comcast

Description

It would be a grossly unethical decision for any ISP to charge consumers data caps, just as it is completely unreasonable for cellular companies too. We live in a day and age where streaming is overtaking cable. A day in age where data is used up like a rag soaked in a bucket. To implement data caps we only cut the legs off of consumers who already have little to no choice the monopolized ISP market. If they were to get their hands on a data capped market consumers would be given an arm and leg for what I fear would be less than a 200gb cap. Which is a laughable data cap, just as any data cap is. In order for innovation and prosperity to thrive we must allow information to be free, accessible and available for any user, be it the wealthy, middle class or the poverty stricken.

Fight data caps, as they will not only cap data, but information, education, and entertainment. We can not sit idly by and allow the ISP's to bully it's consumers, who have little to no choice, into this outrageous policy of data caps.

This email is to fight for the future of this policy as I would hate to see it come to my town, and realize, I should've fought this when I have a chance. This is my chance, and I am capitalizing on it.

Ticket: # 1258192 - Data Caps**Date:** 10/12/2016 2:54:22 PM**City/State/Zip:** Philadelphia, Pennsylvania 19119**Company Complaining About:** Comcast

Description

ISP should not be able to set data caps to their customers. They are trying to force everyone to pay more and to only use their services. It is bad enough that we only have 2 options when it comes to ISP in my area. There should not be a monopoly on something like this. So many other countries do not have any data caps and it is alarming that the US is so far behind in data speed as well as having caps. This practice is especially common with Comcast

Ticket: # 1258200 - Data Caps**Date:** 10/12/2016 2:54:45 PM**City/State/Zip:** Manahawkin, New Jersey 08050**Company Complaining About:** Comcast

Description

I'm really sick and disgusted. I could take the time to word out a response to implore you to think as well as empower your choice as a public official to reflect on your duties and what that stands for. But so far, the limit to what we draw the line for is incomprehensible. These large companies have went to EVERY step possible to ensure at first they will profit. This disingenuous relationship between provider and consumer has gone far enough. The unmitigated influence of special interest, neglect and it's effect on the public at large is disgraceful. Sure you may think I'm just pointing out similar adjectives to point out I don't agree but that's not my point and that doesn't go very far to invoke actual change from within. So listen to the outrage and try to justify, is this worth the effort both sides are willing to put up? We have already seen Comcast try to dictate the rules of internet traffic. Even though the internet is hosted by content of millions, a handful of companies think they own that property and can pick and choose what is priority. That isn't how the internet works at all. Comcast has stated that they need to be able to charge consumers and content providers extra for using basic utilities exercised globally for what they call an unfair advantage. This was only after companies like Netflix and Google outed these deceptive internet service providers for who they really are and wanted to voice consumers very legitimate concerns. Google had showed that consumers often should have no problem with buffering content even at peak traffic times throughout the day. Meaning that if consumers (and many were) faced slow and almost unusable performance it was not on the end of consumer traffic rather on the deceptive work of ISP's. Many times it has been shown Netflix and Hulu services would be slowed purposefully from the end of ISP's often to slow competition while they consider all alternatives to disenfranchise consumers. After it was ruled illegal for internet service providers to throttle services they then offered another solution to saturate their markets by being unwilling to offer a set speed for when they offer consumer broadband speed. So while they couldn't throttle the speeds they ended up wanted to be able to offer a lesser service to ensure they don't need to meet consumers every need or concern. After it was again ruled that broadband must be 12mb/s these companies couldn't stop to again look for ways to disenfranchise consumers. They began to lobby against making their cable boxes more accessible and up to a certain minimum standard and also lobby to make data caps permanent. This is yet another example of these deceptive companies trying to create rules without restriction and I think that is key to recognize here. I or any other internet user can access or use large amounts of data files of purely legitimate content yet now are explicitly being fought against to charge more for accessing their own content or other legitimate content. I can download many games or stream music or download 4k (high quality) content or support great new technologies I'm willing to invest in for giving the consumers greater variety of options worth many times what the data cap can afford and now I am supposed to pay a penalty. This is highly reasonable when looking at all perspectives and is highly unreasonable when you think of what has been demanded of the Cable ISP industry and what their ripped off consumers have been asking.

[Ticket: # 1258208 - Comcast data caps](#)

Date: 10/12/2016 2:55:22 PM

City/State/Zip: Salt Lake City, Utah 84108

Company Complaining About: Comcast

Description

I now have a 1tb data cap. I don't want data caps and consider them to be against a free and open Internet. They are a way for Comcast and other big companies to stifle companies and also put a bigger burden on small Internet based businesses. They should not be allowed.

Ticket: # 1258304 - Comcast Data Caps

Date: 10/12/2016 3:01:54 PM

City/State/Zip: Minneapolis, Minnesota 55414

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Ticket: # 1258209 - Comcast data caps

Date: 10/12/2016 2:55:32 PM

City/State/Zip: Dearborn, Michigan 48124

Company Complaining About: Comcast

Description

I am moving to a new location where it is only serviced by 2 providers. One being comcast while the other an small independant ISP. Our plan was to go with comcast as they offered slightly higher speeds. HOWEVER, with the introduction of the new data cap on HOME INTERNET starting Nov 1st in southern Michigan, we can no longer have a choice in ISP. This goes against everything America as a country stands for! To introduce data caps with the sole purpose of attacking competitors who dare to go the extra mile and INNOVATE their service to better fit the needs of the consumer is just unacceptable and unamerican.

Everyday I read more and more about how comcast's data caps "wont effect the everyday user" however that literally could not be further from the truth! If the FCC allows Comcast to introduce these BASELESS/UNNECESSARY data caps, it will directly harm the consumer preferred online streaming services (i.e. Netflix) all while directly supporting the use of Comcast's obsolete cable services which is shock full of hidden fees and constantly rated poor by users nationally.

If the FCC lets Comcast use actual data caps on HOME INTERNET, it will be the end of Net Neutrality as we know it. If this happens, the FCC will be SOLELY responsible for not stopping the most corrupt monopoly in cable history.

Ticket: # 1258217 - Comcast Data Caps

Date: 10/12/2016 2:55:50 PM

City/State/Zip: Roseville, Minnesota 55113

Company Complaining About: Comcast

Description

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Ticket: # 1258218 - Data caps

Date: 10/12/2016 2:55:57 PM

City/State/Zip: Abingdon, Maryland 21009

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1258244 - Comcast Data Caps Policy

Date: 10/12/2016 2:58:31 PM

City/State/Zip: Hopatcong, New Jersey 07843

Company Complaining About: Comcast

Description

The institution of data caps by Comcast is an anti-consumer measure taken by the company to ensure their continued monopoly over the internet access, which at this point in time should be treated as a utility instead of a luxury. It stifles competition and prevents cord cutting. No one I know uses cable, but most people still have it because cable companies don't give them a choice.

Ticket: # 1258225 - Comcast's Use of Internet Data Caps

Date: 10/12/2016 2:56:34 PM

City/State/Zip: Fort Myers, Florida 33901

Company Complaining About: Comcast

Description

Comcast is rolling out Internet Data Caps across the nation and it needs to end. It provides too much control for the company and none for the consumer. Consumers across the nation are STUCK with Comcast. The other companies in their area don't come close to the speed that Comcast can get, due to local regulation. Comcast knows this, and will impose data caps, so cord cutters like myself have to cancel Netflix and sign up with Comcast for the shows I want to watch. And there are shows on Netflix I cannot get on Comcast ("Netflix Originals"). I also have to monitor my data EVERY DAY to make sure I am not being charged extra simply for accessing content.

There is also NO GUARANTEE that Comcast's metering is accurate and has been disputed.

Cable internet should be a UTILITY because of how necessary the service becomes for people. It's not just content. There is no finite resource for the data being pushed to my home. Aside from networking switches and minimal infrastructure that was built over 20 years ago, Comcast is milking the data cap issue purely for profit. It is wrong and immoral.

PLEASE do not allow Comcast to do this to consumers.

Ticket: # 1258227 - Comcast Data Caps**Date:** 10/12/2016 2:57:08 PM**City/State/Zip:** Tallahassee, Florida 32311**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1258236 - Data Caps

Date: 10/12/2016 2:57:39 PM

City/State/Zip: Aurora, Colorado 80016

Company Complaining About: Comcast

Description

The FCC needs to step in on behalf of consumers in order to quash the ongoing data cap procedures by major ISPs. In an increasingly data dependent world, data rate caps are absurd.

Ticket: # 1258251 - Data caps are a violation of net neutrality

Date: 10/12/2016 2:59:02 PM

City/State/Zip: Tecumseh, Michigan 49286

Company Complaining About: Comcast

Description

I believe that data caps put in place violates net neutrality. I also believe that the internet should be treated like electricity and other utilities supplied to my home. Please do not create laws or allow businesses to unfairly limit internet access to future generations. Thanks.

Ticket: # 1258264 - Comcast Data Caps

Date: 10/12/2016 2:59:41 PM

City/State/Zip: Champaign, Illinois 61821

Company Complaining About: Comcast

Description

Comcast just instituted data caps in my area. I do not trust them to fairly bill me or my family for usage. They have shown that they are negligent at best, and likely committing mass fraud against customers. I believe that data limits are just another way to gouge customers that have NO choice in their ISP. Please do something about these greedy cable companies.

Ticket: # 1258253 - Comcast data-cap complaint

Date: 10/12/2016 2:59:03 PM

City/State/Zip: Denver, Colorado 80209

Company Complaining About: Comcast

Description

I am writing to register a formal complaint against Comcast cable for implementing data caps on my internet service. When I signed up for this service I expected to be able to use it to stream online movies and video. With the proposed data-cap in effect I will not be able to do this as I will run out of bandwidth quickly any given month. This is clearly an attempt by Comcast to stifle competition, discourage cord cutting, and penalize customers for using media sources that Comcast/nbc does not own. Please, outlaw or regulate internet provider data-caps to favor consumer choice.

(b) (6)

Ticket: # 1258273 - Data Caps

Date: 10/12/2016 3:00:11 PM

City/State/Zip: West Lafayette, Indiana 47906

Company Complaining About: Comcast

Description

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Ticket: # 1258280 - Comcast Data Caps

Date: 10/12/2016 3:00:36 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: Comcast

Description

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Ticket: # 1258286 - Comcast 1TB data cap

Date: 10/12/2016 3:00:49 PM

City/State/Zip: Seattle, Washington 98112

Company Complaining About: Comcast

Description

The use of largely arbitrary data caps by comcast is a deeply concerning issue. Without valid cause for these new restrictions on net Internet usage, this new policy appears more like a method of overcharging customers and establishing additional control over the online market. It can be problematic for multi person households like mine which until now used services designed for an unrestricted data policy, including wireless music networks and alarm systems. It is my hope the FCC will help Americans maintain fair and unfettered access to the Internet.

Ticket: # 1258287 - Comcast Data Caps**Date:** 10/12/2016 3:00:49 PM**City/State/Zip:** North Port, Florida 34288**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it

Ticket: # 1258293 - Data Cap Restriction**Date:** 10/12/2016 3:00:56 PM**City/State/Zip:** Carlisle, Pennsylvania 17013**Company Complaining About:** Comcast

Description

Comcast has recently implemented data caps that do not represent legitimate usage in a modern household. In our household alone, we have up to 5 devices using our wireless internet at once. This includes streaming, browsing, and downloading. These monthly data caps are so low that we cannot stream something in any acceptable resolution for more than a few hours, nor download a typical high-fidelity FLAC audio album.

Comcast's data cap policy is a flawed consumer control measure that would do no more than squeeze as much money out of uneducated subscribers, much as they have in the past. I, and many others across this nation, are pushing for proactive measures rather than reactive measures in this situation. Please take a look at what Comcast is doing to a modern utility and take action. They already have been sued \$100,000,000 in a recent settlement for "Deceptive Practices" and will not stop these practices.

Thank you for your time.

Ticket: # 1258295 - Comcast's Implementation of Data Usage Restriction

Date: 10/12/2016 3:01:11 PM

City/State/Zip: Houston, Texas 77044

Company Complaining About: Comcast

Description

Comcast is enacting a 1TB/month data restriction in my area. I find this unreasonable and should not be allowed. Data is being capped and rationed as if it may run out and this is just not true. It is absurd and anti-consumer. Data caps stifle competition by causing users to be biased against how much data an application uses. These practices mustn't be allowed to continue. Consumers will not stand for these practices and deserve better.

Ticket: # 1258296 - Comcast Data Caps

Date: 10/12/2016 3:01:12 PM

City/State/Zip: Indianapolis, Indiana 46220

Company Complaining About: Comcast

Description

I believe it is a violation to put a data cap on my home internet. It costs Comcast next to nothing to provide me data, and 1 TB is much too low for a house when people are streaming videos and downloading games/music. It should be illegal to restrict the amount you use, this is would similar to restricting the amount of tv I can watch in a month, which would be just as ridiculous.

Ticket: # 1258325 - Comcasts incoming data cap, AKA new American internet cap.

Date: 10/12/2016 3:03:07 PM

City/State/Zip: Delray Beach, Florida 33446

Company Complaining About: Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1258298 - Data Caps in the future?

Date: 10/12/2016 3:01:20 PM

City/State/Zip: Hazelwood, Missouri 63042

Company Complaining About: Comcast

Description

I've been seeing practices of data caps with companies like Comcast becoming more regular. I absolutely despise the idea of a practice like this becoming the norm. Some people do not have a choice as to what internet provider they get. Please don't let companies like Comast stifle the internet.

Ticket: # 1258299 - Data Caps

Date: 10/12/2016 3:01:28 PM

City/State/Zip: Chicago, Illinois 60610

Company Complaining About: Comcast

Description

I am writing to express my disgust with ISPs setting data cap limits on its customers. This move is a stopgap measure by cable companies to discourage customers from "cutting the cord". Cable companies charge exorbitant prices for cable television and the rise of online streaming has cut into their once dominant market share. Setting data caps on customers will discourage them from using these streaming services as an alternative to cable television. Streaming 1 hour on Netflix uses ~3gb for HD and ~7gb for ultra HD (the future of television, streaming, etc). With these proposed caps, customers will reach their limits quickly every month and then be overcharged dramatically. We as a nation should not be stunting the growth of data dependent companies that have led innovation (Netflix, Amazon, Slingbox, etc.) to protect cable companies that offer little to no innovation while amassing large profits due to lack of competition. Growing up I only had one choice of cable company so they could theoretically pick their own price and I would have to pay it. But when they have competition (see Google Fiber), Comcast's price are ~50% lower than areas without it.

Please do not allow data caps as they are another attempt by ISPs to restrict the freedom of the internet to their own gain. Customers want price competition, innovation and options above all else; they do not want a cap on their internet.

Ticket: # 1258311 - Comcast data caps

Date: 10/12/2016 3:02:09 PM

City/State/Zip: Loma Linda, California 92354

Company Complaining About: Comcast

Description

Comcast is rolling out data caps and it's not cool at all. This isn't how the internet should work in the best country on the planet! We need fast, open internet with no data caps and no limits on speed. This allows for other American tech companies to innovate on the infrastructure that is the internet. There currently is no guarantee that Comcast is capable of accurately measuring the data used by the consumer.

Ticket: # 1258319 - ISP data caps

Date: 10/12/2016 3:02:42 PM

City/State/Zip: Houston, Texas 77087

Company Complaining About: Comcast

Description

The inclusion of data caps served only to stifle further innovation. In an ever advancing world. Data requirements are only increasing and data caps should not be part of that future. May will find it impossible to get ahead in life should such practices ensue. We have to accept that internet is a basic utility for any quality of life.

Ticket: # 1258330 - Data Caps

Date: 10/12/2016 3:03:32 PM

City/State/Zip: Lafayette, California 94549

Company Complaining About: Comcast

Description

I sincerely hope that every action possible will be taken to prevent Comcast and other internet providers from implementing data caps into their policies. Such a practice may only hurt consumers, and is only viable for these companies due to their monopolies over certain areas. Any reasonable consumer would likely switch providers if their current one began to put caps on their data, but many consumers do not have other options, especially in lower population areas. This is unfair for the consumer, especially given the necessity of internet use in the modern world.

Ticket: # 1258349 - Data Caps on Internet Usage

Date: 10/12/2016 3:04:47 PM

City/State/Zip: Millvale, Pennsylvania 15209

Company Complaining About: Comcast

Description

Hi,

I am writing in to voice my concern over the proposed data caps that Comcast is planning on implementing, or have already implemented on their customers. It is an unfair and shortsighted to allow this to happen.

Data caps only stifle innovation, remove competition, and gouge consumers. Computer networks are expensive to install nation wide. Also, it is expensive to have trained and intelligent technicians running that infrastructure.

These expenses do not give Comcast or any other ISP an excuse to impose data caps. This would be like a water company charging you extra for using more than 60 gallons of water per month. If they did, suddenly you have to worry if flushing the toilet will break your bank. Water companies, electric companies, and natural gas companies charge you a rate for what you consume. This is because the resource they sell is a consumable physical resource.

There is one fundamental difference between water, gas, electricity, and Internet. There is not a limited amount of internet. It doesn't cost ISP's extra money to allow you to use more data. Additionally, there is no extra work that needs to be done to allow a consumer to use 50GB of data compared to 50TB of data. The infrastructure is already in place to allow all people to use as much data as they want with no extra work needing to be done on the ISP side. Compared to costs in europe, japan, and other first world countries, Americans pay almost double than our foreign counterparts pay. Is that because network equipment is more expensive in America? Is it because data "costs" more in America? Internet is an infinite resource for knowledge and entertainment and it is wrong to allow Comcast and other ISP's trying to support their failing entertainment ventures with bogus internet usage fees.

These extra fees are a way to gouge customers. With so many people cutting the cable cord and using Netflix, Hulu, and other internet based services, the reliance on an uncapped internet connection is becoming more important everyday. Companies like Comcast have realized this and are trying to make a quick buck from their loyal and paying customers.

Cable companies are also quickly realizing that they cannot provide entertainment services that compete with a service that costs 10 dollars per month. Rather than innovate and provide a service that is not cumbersome to deal with, they are going to charge people extra money to use other services. Meanwhile, should a consumer sign up for cable with Comcast, they have to use the same internet lines and cables to watch the same shows, but have to pay a ton more for that service. The reason I cut cable from my package is that the value is not worth the price. Paying for 300 channels that I can never watch is a waste of money. People will go where the cheapest and highest quality

entertainment is. Gouging them for that choice is not fair. I don't get charged extra at Subway because they saw me eat at a Quizno's one time.

Imposing data caps is also a way for ISP's and cable providers to corner the market on entertainment and stifle competition. I run an internet radio business that relies on uncapped internet. People cannot listen to my stations and shows if there are data caps. They would be worried about "running out" of internet or extra fees for consuming the content that they want. If data caps were imposed, my business would not be able to grow and thrive the way it currently is. It would also deter others from starting business that rely on the internet.

The main point I am trying to make is that the internet is quickly becoming an integral part of everyone's lives. From GPS and online shopping, to paying bills and sharing photos and videos with family members. There is not a way that is quick and easy to do any of these things without the internet. Just like water, natural gas, and electricity, it is difficult, but possible, to survive in this world without internet. We should not allow companies to gouge customers just because something is becoming an essential part of everyone's lives. It is unethical and puts unnecessary power in the hands of corporations, rather than the people who pay for their services.

Thank you for your time.

Ticket: # 1258350 - Data Caps

Date: 10/12/2016 3:05:03 PM

City/State/Zip: Jacksonville, Florida 32250

Company Complaining About: Comcast

Description

I am against data caps on internet usage. Like with other monopolies, most people have little choice in an internet provider to choose, as technological innovation continues to develop, data caps will stifle innovation, and internet providers will make it so that you're overcharged as much as possible, with a host of made up fees, just like every other company that has this kind of system in place. Places that have tried similar caps have absolutely no measuring ability to provide accuracy or transparency so no one knows when data caps are being reached, and it is guaranteed to be intentionally manipulated to harm the consumer.

Data caps and open internet is the only way to go.

Ticket: # 1258355 - Comcast Data caps

Date: 10/12/2016 3:05:27 PM

City/State/Zip: Vancouver, Washington 98682

Company Complaining About: Comcast

Description

Comcast has just announced that their customers in Washington will be subject to a data cap of 1 terabyte per month. Additional data will be billed at exorbitant prices above that. As someone with 4 children, and no cable subscription, we use about 1.5 terabytes of data. This is a move that is designed specifically to harm myself and my family and many many others who use their services. Because of the atrocious state of their monopoly in our area, I have very few options to change to another provider. In other words, I have to just eat this and say thank you.

It's a money grab and hurts us.

Ticket: # 1258359 - Data Caps and Restrictd Internet Access

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

City/State/Zip: Dunwoody, Georgia 30338

Company Complaining About: Comcast

Description

Like many others, I find the increasing problems with major ISP providers worrying. Internet is an essential part of my life - both in business and in recreation. Poor customer service, inaccurate metering, and data caps provided/imposed by ISPs like Comcast cause significant inconveniences and harm to many individuals across the US.

Ticket: # 1258361 - Comcast Data Caps in Washington

Date: 10/12/2016 3:06:18 PM

City/State/Zip: Vancouver, Washington 98661

Company Complaining About: Comcast

Description

Comcast has announced data caps for the state of Washington, where I live. Since I work from home, and utilize a lot of cloud storage, this will negatively impact my work and personal internet usage. I urge action be taken against Comcast over these caps.

Ticket: # 1258379 - Comcast data cap

Date: 10/12/2016 3:07:52 PM

City/State/Zip: Gresham, Oregon 97030

Company Complaining About: Comcast

Description

Comcast is imposing a data cap on my service, but the accuracy of their reporting is suspect. On months where I was less active they claim that I use the same as months prior, even though I was gone for a week. I recently upgraded to the 4k option on Netflix, and I'm enjoying whole seasons of shows in 4k and they claim my old data usage numbers didn't increase with the change. This is my first month of data cap and I have no way of getting certain their results are going to be accurate and I'm worried if charges. I am trying to find an alternative isp, and so far cannot find another competitor that even services my house. I have one hope left currently and am waiting for a call back from frontier about being a supplier.

Ticket: # 1258380 - Data Caps from ISP's

Date: 10/12/2016 3:07:53 PM

City/State/Zip: San Jose, California 95123

Company Complaining About: Comcast

Description

I live in San Jose, tech capital of the world, yet Comcast is imposing data caps on myself and everyone else in the state of California beginning November 1st, 2016. Not only is it money grubbing since it does not cost them a penny to provide additional data, but it's also an infringement of what ISP's should be allowed to do.

Ticket: # 1258384 - Comcast Data Caps

Date: 10/12/2016 3:08:04 PM

City/State/Zip: Bellevue, Washington 98005

Company Complaining About: Comcast

Description

Please do not allow Comcast to cap our data usage. The internet has allowed us to grow as a society, capping the amount of data we can use will seriously hinder future growth of our country, and innovation in general. The only purpose to data caps is to increase revenue for a company that pretty much everyone hates.

Ticket: # 1258389 - Comcast data caps

Date: 10/12/2016 3:08:16 PM

City/State/Zip: Otsego, Michigan 49078

Company Complaining About: Comcast

Description

Please stop ISPs from implementing data caps. This stifles innovation and is an unfair business practice. Many people rely on Internet as much as they do water and electricity. Internet isn't just a luxury anymore it's part of the American way of life.

Ticket: # 1258396 - Opposing Comcast's Internet Bandwidth Cap(extortion, monopolized}

Date: 10/12/2016 3:08:51 PM

City/State/Zip: Kent, Washington 98030

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,
Norman

1 terabyte cap will be impose in Washington state starting Nov. 1, 2016.

And also they throttled our net most of the time. and paying a high speed 100Mb/sec. Stop monopolizing and capping for the future.

Ticket: # 1258423 - Comcast data caps

Date: 10/12/2016 3:11:06 PM

City/State/Zip: Vancouver, Washington 98660

Company Complaining About: Comcast

Description

Beginning in November, Comcast (the only real ISP option in the Vancouver WA area) will be rolling out a 1TB Data Cap to all its customers.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. This is an unfair practice that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Those that live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

I'm writing this email in hopes this will raise public awareness of this issue and flood you, the FCC, with our community's complaints and input so we don't have to deal with a stifled or prohibitively expensive internet.

Ticket: # 1258407 - Data Cap

Date: 10/12/2016 3:10:13 PM

City/State/Zip: Richmond, Texas 77469

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

- (b) [REDACTED]

Ticket: # 1258408 - Comcast Data Caps

Date: 10/12/2016 3:10:13 PM

City/State/Zip: Sunnyvale, California 94085

Company Complaining About: Comcast

Description

Imagine if when you use the National Highway System you were limited to 1,000 miles per month. Not good for business or citizens, huh? I believe it is a disservice that Comcast has implemented Data Caps. Sure they are 1TB now, but in the future when you renew contracts that number is sure to drop. Also, in the future, customers will need more data for streaming 4k content as it becomes more common. I urge you to please listen to the people and restrict Comcast or any other ISP from implementing data caps. Thank you for your time.

Ticket: # 1258415 - Comcast Data Cap

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

City/State/Zip: Houston, Texas 77059

Company Complaining About: Comcast

Description

I have just received notification that Comcast will be instituting a data cap on my Internet service starting November 1, 2016. They claim that the cap is adequate for standard users however I don't feel that there should be a cap, especially without a reduction in the monthly cost of my service. I feel this is a blatant attempt to force me to maintain a cable tv subscription and reduce usage of streaming services like Netflix, Hulu, and Amazon Prime.

The internet is not a limited resource. We will not run out of internet. Bandwidth can be expanded but Comcast as an internet service provider is instituting caps to increase revenue instead of investing in infrastructure and improving service.

I implore the FCC to please put an end to data caps for home internet service. When we have limited or no alternatives in our internet provider, checks need to be in place against monopolistic practices such as these.

Ticket: # 1258421 - Data Caps

Date: 10/12/2016 3:11:00 PM

City/State/Zip: San Diego, California 92107

Company Complaining About: Comcast

Description

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. Most ISPs have a monopoly over certain areas and the competition is already limited. By allowing Companies to impose data caps, you are allowing them even more power to overcharge the consumers

Ticket: # 1258425 - Comcast's 1TB Data Cap**Date:** 10/12/2016 3:11:16 PM**City/State/Zip:** Bloomington, Indiana 47408**Company Complaining About:** Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. It also, indirectly, punishes consumers who are concerned solely with Internet access and do not want any of Comcast's cable offerings. Given there is zero technical and economic reason for data caps on a broadband utility as well as the FCC's concern already for other Internet utility providers for enacting data caps, there should be an ample enough reason for the FCC to investigate Comcast's practice. I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Ticket: # 1258741 - Data caps

Date: 10/12/2016 3:38:51 PM

City/State/Zip: Hoffman Estates, Illinois 60169

Company Complaining About: Comcast

Description

Please prevent Comcast for going ahead and implementing data caps!

Ticket: # 1258432 - Data Caps**Date:** 10/12/2016 3:11:43 PM**City/State/Zip:** Fuquay Varina, North Carolina 27526**Company Complaining About:** Comcast

Description

Comcast has just announced that in November, they will be implementing a 1 terabyte monthly data cap on customers in certain regions. This is price gouging and abusive to customers who have no other options.

Comcast, AT&T, Charter, and other Internet Service Providers are trying to set a precedent that will end the use of unlimited internet access for a regular monthly fee. I have been a user of a variety of types of internet services including dial-up, DSL, cable, LTE wireless, and fiber. In all cases, my data usage has been unlimited until now.

Many customers have only one ISP to choose from, and enforcing a data cap is just further abuse of these monopolies. Additionally, it will undoubtedly hinder innovation and the free market since ISPs such as Comcast will undoubtedly allow their partner companies to bypass the data caps, squashing competition and forming even more monopolies.

I encourage our representatives at the FCC to look harshly at Comcast and hopefully initiate some corrective actions very soon. Thank you for your attention.

Ticket: # 1258433 - Internet Data Caps

Date: 10/12/2016 3:11:45 PM

City/State/Zip: Boston, Massachusetts 02128

Company Complaining About: Comcast

Description

I am extremely dismayed to hear the news that major internet corporations (specifically Comcast in this case, but others as well) are attempting to roll out nationwide data caps on internet usage. As an individual who relies primarily on internet for work, socializing, entertainment, etc., the caps set immediately impact my daily life. Additionally, I cannot help but wonder what impact it will have on the other services I use. For example, it seems flagrantly biased and ridiculous that a service I pay for (like Netflix) will become unavailable to me because a cap is to be imposed on my usage, when clearly such a cap has no realistic purpose, other than to garner more money for Comcast. I need to see my elected officials and the FCC standing up for a freer internet.

Ticket: # 1258442 - Comcast data cap

Date: 10/12/2016 3:12:17 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

Comcast has notified me that my internet subscription with them will be subject to a data cap soon. I strongly oppose this measure.

My area has little competition to Comcast. There's Centurylink, but they only offer 8 Mbps. A few companies offer gigabit service to new condo buildings, but for the majority of us, it's Comcast or (essentially) nothing.

I hope you'll oppose the data caps being imposed by Comcast and promote competition in the market, especially with municipal providers.

Ticket: # 1258444 - Data CAP

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

City/State/Zip: Kankakee, Illinois 60901

Company Complaining About: Comcast

Description

Recently Comcast has put a data cap on my account that stops me from having other options. I recently changed my plan to cut cost, but was only provided an option of lowering my bill and keeping the same plan. I wanted to switch to just a internet package (which was available) but at the same time, I think my family would easily go over the Data cap limit that was set. I have a Ultra HD Smart television where I was going to stream movies/tv shows to, but limited on my network usage now. I have a Stay at home wife with 2 kids where TV runs all the time to keep them occupied/happy along with background noise. I also stream live sporting events on my PC while watching another Game on my TV. By having a data cap placed on my account it is limiting my abilities to enjoy the entertainment I'm paying for.

Also really think it isn't right that they can charge a \$6 Reactivate fee per video and internet when I pay a past due amount on my bill. That's \$12 dollars more a month that they receive to just have a computer automatically turn my services back on... Both services are coming from the Same line and I'm getting charged for them to allow both to be switched back on without even having to go to my residence.

[Ticket: # 1258445 - Comcast imposed datacap](#)

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

City/State/Zip: San Francisco, California 94115

Company Complaining About: Comcast

Description

Comcast is introducing a datacap in CA that defies the principals of an open internet. While 1TB is a significant amount of data today, it won't be in the future; furthermore it sets a precedent that data is a finite resource - it isn't.

Data caps are anti consumer and a greedy move, profit margins for Internet are already in excess of 98%.

Shut them down.

Ticket: # 1258447 - Data caps

Date: 10/12/2016 3:12:46 PM

City/State/Zip: Denver, Colorado 80211

Company Complaining About: Comcast

Description

Data caps that are being implemented by the likes of Comcast are unacceptable and prevent me from watching commonly streamed services (by the ISPs themselves, or others) without being charged extra for what shouldn't be. This type of policy will actively impact the ability for services like Netflix to remain competitive with the giants like Comcast.

Ticket: # 1258461 - Comcast Data Cap Policy

Date: 10/12/2016 3:14:09 PM

City/State/Zip: Bloomington, Indiana 47401

Company Complaining About: Comcast

Description

I was recently informed that my Internet service with Comcast is now subject to their Data Cap policy. This was not the case when I signed up for the service, and unfortunately there are no other broadband providers in my area so I can not "vote with my wallet."

This policy is both anti-consumer and anti-competitive. With the move to ultra-high definition video content, data caps like Comcast's will prevent the switch from their cable service offerings to streaming services like Netflix. In addition, their claims regarding the data caps preserving a limited resource are both technically incorrect and intentionally misleading to the general public who may not possess detailed knowledge of how the infrastructure of the Internet works.

As I am not able to directly express my displeasure to Comcast (due to the monopolistic nature of ISPs in the United States) I hope that the FCC will regulate these deceptive and anti-consumer data cap policies.

Ticket: # 1258480 - Seriously. Do something about Comcast

Date: 10/12/2016 3:15:26 PM

City/State/Zip: Lawrenceburg, Indiana 47025

Company Complaining About: Comcast

Description

Look FCC person. It's time to listen to some sense and to stop letting internet providers such as Comcast walk on us consumers. Data caps, monopolies, you've heard it all before. I'm just here to tell you to start getting something done.

Ticket: # 1258462 - Home Internet Data Caps**Date:** 10/12/2016 3:14:18 PM**City/State/Zip:** Valparaiso, Indiana 46385**Company Complaining About:** Comcast

Description

I am a Comcast customer and have very little competition in my area (northwest Indiana). I was recently capped at 1TB/Month because of the lack of competition (areas down south near Indy were not affected where there are multiple providers available).

I believe Comcast is imposing these caps in a long term plan to prevent cord-cutting. I use roughly 700-800gb per month right now between multiple netflix streams, working from home, photography uploads, etc., and when 4k content is more readily available to be streamed, I will be significantly over the cap. Comcast is aware of this and is putting out propaganda saying you can do so much with 1TB, but they know full well we're going to be limited. Data usage does not trend down - it trends upwards. Now they're going to squeeze an extra \$50/month out of anyone who wants to watch 4k content, or locking them into a subscription with their own cable service (which of course would not count toward your data cap).

Ticket: # 1258466 - Internet and mobile data caps are bad for the future of the country

Date: 10/12/2016 3:14:25 PM

City/State/Zip: Sonoma, California 95476

Company Complaining About: Comcast

Description

Data cap policies are a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1258469 - Data Caps (1TB in Washington and elsewhere)

Date: 10/12/2016 3:14:27 PM

City/State/Zip: Seattle, Washington 98116

Company Complaining About: Comcast

Description

I'm having an issue with Comcast, and really any other internet provider that is trying to implement these data caps. Comcast is trying to implement a 1TB data cap which initially doesn't seem like a big deal, but it is overall quite shortsighted. Today, we are able to stream 4k videos, play artistically beautiful video games, and amazingly have completely immersive experiences in VR. The common link with these amazing technologies is that they use, and will continue to use more and more data. 1 TB now if one were to choose to do all of these things would shortly put them over that limit, and if you even look back not that long ago 1mb was seen as a lot of data. Overall, I think data caps are a terrible, terrible idea that is only being pondered because we have no real competition in most areas in the US. The internet should be viewed as a necessary utility because it is nowadays for work, social life, etc. Please do not let us stagnate technologically for the short term profit of Comcast and other monopolistic companies stateside.

Ticket: # 1258476 - Comcast 1TB Data Caps**Date:** 10/12/2016 3:15:05 PM**City/State/Zip:** Scotch Plains, New Jersey 07076**Company Complaining About:** Comcast

Description

I recently learned that Comcast will be enacting Internet data caps of 1TB/month on November 1st. I find it unreasonable that a company "ration" something such as data that flows freely through an infrastructure that customers already paid for. The Internet is not something that should be tiered, closed off, capped, or restricted. Data caps hurt the customer's ability to choose additional services that require high bandwidth, such as media streaming and game downloading. It hurts our economy as a whole as well, because people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1258478 - COMCAST Data Cap

Date: 10/12/2016 3:15:14 PM

City/State/Zip: San Francisco, California 94118

Company Complaining About: Comcast

Description

I have only one choice in my area (San Francisco) for above 20mb/s internet and that is Comcast. Comcast has now decided to institute a 1TB monthly data cap. It has not provided any reason for this cap and it is an anti-competitive measure designed to prevent people from paying for Cable TV. As we move towards Ultra HD content being available through netflix, for example, that data cap will be a significant deterrent to alternatives to cable TV. Comcast thus appears to be using its monopoly power over internet connection to stifle competition in its Cable TV. This does not seem right.

Ticket: # 1258496 - Comcast Data Caps are Non-Competitive and Non-Consumer Friendly

Date: 10/12/2016 3:16:28 PM

City/State/Zip: Newark, California 94560

Company Complaining About: Comcast

Description

On November 1st, Comcast is rolling out their 1TB data cap.

This cap serves no purpose other than to wring more money out of consumers. It won't help curb the 1% of users that utilize more bandwidth than the majority of consumers, and it won't help Comcast deliver better service to anyone but their shareholders. In fact, most families who rely on streaming for their video entertainment will be able to blow through a 1TB cap very, very easily, so Comcast's very claim that 1TB should be sufficient for your average consume is a blatant lie.

If Comcast had actual competition for my business, my money would go elsewhere starting November 1st. However, because of their regional monopolies and collusion with other incumbent broadband providers, they not only do not have any real competition, they are able to block out any real competition from entering the market. This is above and beyond their complete inability to demonstrate their ability to accurately gauge how much bandwidth I "consume", and completely in addition to the simple fact that data bandwidth doesn't actually work in a way that would make "data caps" useful in the first place, except as a way to get people to pay them more money.

Actually, I can think of one thing that these data caps will be good for. They will allow businesses like Comcast, who are almost entirely vertically integrated, to act in an entirely anti-competitive manner towards other business like Netflix when the video standard moves towards 4k in the near future.

These data caps are extremely anti-competitive in this regard, and clearly violate net neutrality in this case. The only way a "data cap" could be net neutrality friendly, would be if it was high enough that it might as well not exist.

The only people that benefit from data caps are Comcast's stakeholders. Everyone else is going to be paying the price.

Please stop them from doing this.

Ticket: # 1258482 - Data caps

Date: 10/12/2016 3:15:40 PM

City/State/Zip: Oak Ridge, Tennessee 37830

Company Complaining About: Comcast

Description

Data caps stifle competition and my choices as a consumer. It forces me on decisions that would otherwise not be there. I believe that if data caps go through it would eventually lead to tiered Internet plans. Comcast currently does this and having caps does nothing to their infrastructure. They then charge \$50 for no Internet caps, I believe that there should not be any caps in the first place and only using this as a ploy to gain a bigger profit. There should be no worries on extra costs on cable companies and that competition should be welcomed. I only have a choice of two providers, thus I have no choice but to go with Comcast. Please don't allow data caps to occur.

Ticket: # 1258491 - Comcast data cap

Date: 10/12/2016 3:16:11 PM

City/State/Zip: Shreveport, Louisiana 71104

Company Complaining About: Comcast

Description

Comcast is the only provider for my internet service currently. I have no choice but to pay them and use them for internet service. At this point, the internet is a basic right. I feel like I am being overcharged if I exceed their data cap and am being unfairly targeted for living in Shreveport Louisiana.

Ticket: # 1258497 - Concern about Data Caps

Date: 10/12/2016 3:16:42 PM

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: Comcast

Description

I just wanted to voice my resistance to data caps in any form. Comcast's attempt at establishing caps will only serve to stifle innovation and discourage growth of the internet in an era where people are dependent on data.

Ticket: # 1258532 - Data Caps

Date: 10/12/2016 3:19:51 PM

City/State/Zip: Issaquah, Washington 98027

Company Complaining About: Comcast

Description

On October 7th I received notice that my Internet Data Usage Plan will now include a data cap of 1TB. I have the following issues with this change to my service:

* There is no guarantee of accuracy or transparency of the metering. There are already multiple articles from Ars Technica regarding Comcast subscribers that have had issues with this and it was extremely difficult to get Comcast to correct the issue:

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

<http://arstechnica.com/business/2015/12/comcast-admits-data-cap-meter-blunder-charges-wrong-customer-for-overage/>

* There is no ISP in my area that offers comparable service, so I am not able to vote with my dollar and go elsewhere.

* Data caps stifle competition by causing services, such as Netflix and Hulu, to count against my data cap driving me to use legacy services, such as traditional cable television.

Ticket: # 1258539 - Data caps

Date: 10/12/2016 3:20:22 PM

City/State/Zip: Centreville, Virginia 20120

Company Complaining About: Comcast

Description

Comcast is trying to make data caps happen. This is a huge money grab since as of now they are giving a 1TB cap but spin it to look like so much more. However, new technologies are being developed that will easily make this cap breached. This cannot be allowed as it stifles innovation.

Ticket: # 1258582 - Comcast Data Caps

Date: 10/12/2016 3:24:38 PM

City/State/Zip: Springville, Utah 84663

Company Complaining About: Comcast

Description

Comcast creating a mandatory data cap for all users starting this November has a lot of negatives to it, all of which are pro-company, not pro-consumer. The biggest issue I have with the cap is that it will stifle innovation within the technology industry. 1080p uses less data to stream video than 4K content does, which could discourage consumers from supporting 4K televisions and media to stay under their cap, thereby halting innovation and progression in the industry.

Ticket: # 1258514 - Data Caps by ISP's

Date: 10/12/2016 3:18:27 PM

City/State/Zip: Somerville, Massachusetts 02145

Company Complaining About: Comcast

Description

Data capping by ISP is completely ridiculous. This is going to allow companies that are already monopolizing towns by being the only ISP to take advantage of people with no other option. By capping internet usage this also allows ISP's to limit usage of other TV services used for streaming thus allowing them to limit their competition and make money off of services such as Netflix that are cheaper and frankly better alternatives to cable. Unless there are multiple ISP's available to every household or a better option available this is going to drive up already high costs for internet a basic human utility.

Ticket: # 1258518 - Comcast Data Caps

Date: 10/12/2016 3:18:44 PM

City/State/Zip: Portland, Oregon 97214

Company Complaining About: Comcast

Description

Beginning in November, Comcast will be rolling out a 1TB Data Cap to all it's customers. Comcast is the only real option for ISP provider in the Portland OR area.

Comcast's data cap policy is a terrible consumer control measure against those who do not want to pay for a cable subscription and a direct action against innovators.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

The Internet is no longer a luxury that most can live without. For many it has become an essential utility, and with only one real option in the area we cannot afford to have caps on our data.

Ticket: # 1258535 - Comcast Data Caps

Date: 10/12/2016 3:19:59 PM

City/State/Zip: Fremont, California 94536

Company Complaining About: Comcast

Description

I find it ridiculous that Comcast is allowes to instate data caps. They are taking advantage of people who no longer get cable TV service from them but instead stream through outlets such as netflix. Currently I will not pass their data caps monthly but with the quality of streaming getting better, this will become a problem. I'm tired of this company taking advantage of the consumer!!

Ticket: # 1258522 - Internet data cap is ridiculous

Date: 10/12/2016 3:18:52 PM

City/State/Zip: Sacramento, California 95833

Company Complaining About: Comcast

Description

I cant believe comcast is putting a data cap on my internet regaudless of how long i been a customer with Comcast. I thought it would be in luck if my contract hasn't ended , that i would still have unlimited Internet but if i did. Comcast would still put the data cap on my plan regaudless of how old my contract is. This is the hole point i wanted home Internet because there was no data cap unlike mobile Internet from mobile provider's and i wouldn't have to worry about using too much data. Now en day's alot of electronic devices are using Internet for everything , downloading, streaming whatever the case may be. I just feel with the technology today it doesn't make you sense to have data cap on any provider anymore, theres no real reason other than overcharging the consumer as much as they can over a data plat that the isp provider's know we are going to pass over and get over charge for going over our data limits. To just keep my service really Unlimited I would have to pay double my plan which was \$50 2 now \$100 if I want to keep my data plan which I don't think it's fair at all since Harry doing nowadays is internet base.

Please FCC fix this problem!!!!!! Thank you for your time sincerely upset Comcast.....

Ticket: # 1258531 - Data caps

Date: 10/12/2016 3:19:42 PM

City/State/Zip: Windsor, Colorado 80550

Company Complaining About: Comcast

Description

Recently I was made aware that my ISP (Comcast) was implementing data caps. This cap would have a major impact on my work. For instance if my computer crashed and I had to backup all my files from Dropbox I would exceed the cap the instant that I backed up. The limiting of data no matter what type is fundamentally against an open internet. The access to internet just like electricity has become a way of modern life.

Ticket: # 1258596 - Comcast Data CAPs**Date:** 10/12/2016 3:25:40 PM**City/State/Zip:** Saint Paul, Minnesota 55116**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1258540 - Please disallow Internet ISP data caps

Date: 10/12/2016 3:20:26 PM

City/State/Zip: Albuquerque, New Mexico 87123

Company Complaining About: Comcast

Description

I am an Xfinity/Comcast user and was just hit with the 1TB data cap system here in New Mexico. A few months ago I dropped cable/satellite TV services in favor of internet based TV (Netflix, Hulu, etc.). I also just got a 4K TV, which these services feed at a higher data rate than smaller resolutions. It is nearly impossible for me to limit myself to the 1TB data cap.

Internet based entertainment is the direction things are going. Even DirecTV is planning to offer an internet based non-satellite option.

Please work to eliminate all data caps from ISP's ASAP.

Thank you.

[Ticket: # 1258546 - Data caps are not consumer friendly](#)

Date: 10/12/2016 3:21:28 PM

City/State/Zip: Eau Claire, Wisconsin 54703

Company Complaining About: Comcast

Description

More and more monopolistic cable companies are implementing data caps. This is consumer unfriendly and needs to be stopped.

Ticket: # 1258547 - Comcast data caps

Date: 10/12/2016 3:21:34 PM

City/State/Zip: Seattle, Washington 98105

Company Complaining About: Comcast

Description

The only reason the explain the implementation of these new data caps is pure greed. There is no oversight when it comes to monitoring these caps. It punishes people who are using streaming instead of cable. The cap is completely arbitrary. To protect consumers, Comcast must not be allowed to enact this cap.

Ticket: # 1258559 - Comcast data caps

Date: 10/12/2016 3:22:36 PM

City/State/Zip: Colorado Springs, Colorado 80915

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1258560 - Data Caps from Comcast

Date: 10/12/2016 3:22:38 PM

City/State/Zip: Pittsburgh, Pennsylvania 15235

Company Complaining About: Comcast

Description

Data cap practices such as what Comcast is doing stifles innovation and what the internet is all about. We cannot have this monopoly try to control the public through data caps in an ever increasing data driven world. It is only a means to make them more money and does nothing to help anyone except for themselves.

Ticket: # 1258561 - Home Internet Data Usage Caps - Comcast**Date:** 10/12/2016 3:22:56 PM**City/State/Zip:** Monterey, California 93940**Company Complaining About:** Comcast

Description

As an IT worker and a person that has moved many of my services off of my cable provider, I feel that the data caps are just a way for location based monopoly cable companies to ensure that they stem the loss of cable customers. America is based on free markets (If you can even call it that these days) yet as an internet subscriber I only have one ISP to choose from in my location. I have no way to speak with my money and cut ties with ISP's that force data caps on me. This move isn't based on the cable companies running out of money to support their infrastructure. This is about making less money because customers are flocking to providers that have no contracts and simple pricing where I can get what I want. If they want me as a subscriber, they need to compete for me. They shouldn't be allowed to lock me into their ecosystem by demanding a data cap. Please regulate ISP's just as you would a utility. An open, neutral internet with unlimited data should be the only option in the USA.

I also don't agree with the fact that Comcast is able to just institute the data usage cap on an existing multi-year agreement. As a single ISP is available to me, my choice is to stay with Comcast or to cancel my service and not have internet at home. What an excellent choice I have!

Ticket: # 1258573 - Comcast data caps

Date: 10/12/2016 3:24:04 PM

City/State/Zip: Houston, Texas 77081

Company Complaining About: Comcast

Description

Data caps are a cash grab by Comcast due to their control over internet service in many areas. It's simply "because they can." Please help stop this monopoly, which has run out of control for far too long.

1TB may seem like a lot of data now, but is anti-competitive, and will inhibit the growth of technology. Other countries have no issues supplying faster internet speed for lower cost. It's a matter of time America got on board with the rest of the civilized world.

Ticket: # 1258592 - Comcast data caps

Date: 10/12/2016 3:25:16 PM

City/State/Zip: Denver, Colorado 80238

Company Complaining About: Comcast

Description

Data caps should not be allowed as they are unethical and inefficient. Internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. I have no alternative options for internet service, and comcast is using this monopoly at the expense of the USA economy.

Ticket: # 1258594 - Data Caps

Date: 10/12/2016 3:25:37 PM

City/State/Zip: Plymouth, Michigan 48170

Company Complaining About: Comcast

Description

Data caps stifle innovation and are a blatant consumer control measure meant to discourage cord cutting. The internet is a necessary utility and data caps are in tension with public wellbeing.

Ticket: # 1258625 - Comcast Data Caps

Date: 10/12/2016 3:28:48 PM

City/State/Zip: Saint Paul, Minnesota 55130

Company Complaining About: Comcast

Description

I am upset that Comcast continues to reduce my access to the internet by imposing data caps that are nothing more than a way to squeeze more money from me each month. I have no other options for high speed internet in my area and therefore must give in to their demands to continue living my life as I see fit. This is an injustice that must be corrected.

Ticket: # 1258609 - ISP Data Caps

Date: 10/12/2016 3:26:28 PM

City/State/Zip: Oak Park, Michigan 48237

Company Complaining About: Comcast

Description

I'm writing to express my disdain that data caps continue to be allowed in the internet age. In 2016, internet data may as well be air. It is essential to a prosperous life and career. The fact that you've already allowed effective monopolies for ISPs to rise up in the United States is deplorable enough, not leaving the majority of users with any real, reasonable choice in provider. If you continue to allow data caps you really need to ask yourself as an agency what exactly are you even good for? Things like this directly shape the future. An open/uncapped internet makes the future a better place. A few more million dollars in the pockets of Brian L. Roberts does not. Please make the future a better place for my children by stopping this ridiculous practice.

Ticket: # 1258615 - Comcast data caps

Date: 10/12/2016 3:27:13 PM

City/State/Zip: Vancouver, Washington 98683

Company Complaining About: Comcast

Description

The addition of data caps to new and existing customers in areas with the typical duopoly of zero competition and exorbitant prices is completely frustrating. A basic data only connection is already my homes largest utility cost. Most of the offered data plans can exceed these caps in mere days. Most folks do not know or even have control of the data transferred from one computer or multiple systems, phones, and tablets that a family might use. Simply reinstalling my niece's steam library alone would exceed the new monthly caps. I would love to receive my news, search for jobs, etc with only the few Kilobytes of text transferred that is necessary. Unfortunately the animations, scripting, poor programming, and advertising greatly increase the bandwidth needed to get the tiny information data. Comcast like Bell Telephone before it is stagnating the advancement and cost reduction of evolving technology in the delivery of this necessary service. PLEASE regulate it or remove the barriers to municipal service.

Ticket: # 1258620 - Comcast and Data Caps

Date: 10/12/2016 3:28:00 PM

City/State/Zip: Warrenton, Virginia 20186

Company Complaining About: Comcast

Description

For a long time now Comcast has monopolized the internet in the area I live. They're beginning to impose data caps in other areas allegedly and this is all too scary. It would force me to be unable to afford the internet access that I require to do schooling and just access the internet in other ways I'd like. They already slow my bandwidth I've noticed if I'm browsing sites that they don't like which I believe in a way is censorship. These caps would just be another form of censorship for me. Forcing to use their cable services instead of online streaming services. No longer being able to watch lectures and other informatives online would also inhibit me academically. The caps serve no purpose but their own monopolistic agenda...certainly not the consumers.

Ticket: # 1258623 - New data cap being imposed by Comcast

Date: 10/12/2016 3:28:23 PM

City/State/Zip: Kentwood, Michigan 49548-5821

Company Complaining About: Comcast

Description

Hello,

I have been notified that my Internet service from Comcast will now be subject to a monthly data cap. There was no such limit when I signed up for the service. I work from home quite often and rely entirely on my Internet access, and I am worried that this limit will be a problem for work, let alone my personal use.

I feel that data caps should not be allowed, at least in their current form, and I wanted to add my voice to help bring this issue to the FCCs attention.

Thank you.

Ticket: # 1258627 - Comcast Data Caps**Date:** 10/12/2016 3:29:07 PM**City/State/Zip:** Marina, California 93933**Company Complaining About:** Comcast

Description

Comcast is imposing 1TB Data Caps in my area, beginning November 1st, 2016. In my neighborhood, Comcast is the only option for internet access. As such, I am forced to pay for and live with whatever restrictions Comcast sees fit to impose. Comcast already implements a tiered system of plans for internet access based on connection speeds. This system is fair from a traffic congestion control perspective, as Comcast has a limited bandwidth available to each area and must ensure that bandwidth is not oversold. However, monthly data caps provide no traffic congestion control measure and only serve to limit people's access to internet services, going against the core concept of an open internet and net neutrality. They ration data as if it is a limited resource, when the only limited resource is actually bandwidth. I implore the FCC to look into this and protect my access to an open internet by banning data caps. Internet access is a necessity in today's world, and should be regulated like a utility.

Ticket: # 1258629 - Comcast Data Cap

Date: 10/12/2016 3:29:19 PM

City/State/Zip: San Jose, California 95134

Company Complaining About: Comcast

Description

Comcast has begun rolling out 1TB data caps, with expensive overage fees, in all areas. My household uses a substantial amount of data for video streaming and gaming, and I am concerned I will hit the cap very quickly.

There is no adequate competition in my area; the only other ISP charges the same price for 1/3 of the bandwidth, and also has a data cap.

It is obvious to me that this policy is intended to drive me away from streaming video services and into cable television packages, which is an unacceptable alternative, as the content is inferior, and would it add additional cost to my bill.

Ticket: # 1258631 - Comcast Data Caps

Date: 10/12/2016 3:29:21 PM

City/State/Zip: Dearborn, Michigan 48124

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Please do something about this!

Ticket: # 1258661 - Comcast Data Cap

Date: 10/12/2016 3:32:55 PM

City/State/Zip: Naples, Florida 34112

Company Complaining About: Comcast

Description

Is not only unfair but unreasonable to but a data cap on internet.

Ticket: # 1258662 - Data Caps on internet usage

Date: 10/12/2016 3:33:01 PM

City/State/Zip: Oak Forest, Illinois 60452

Company Complaining About: Comcast

Description

As someone who believes in a net neutral, not data capping, world, and someone who lives in a house hold with very heavy video streaming usage, among other things, data caps are unethical. The internet has become less of a luxury and more of a utility, where most households in America have access to internet access, everyone with their carrying needs for said internet access. My self and several others I know can and most likely blow through these data caps and will most likely be forced to switch internet providers, and everything in my area is a down grade, which is really unfortunate. Please think about the various usages on a person by person basis and how this affects more then a minority of people. If comcast is allowed to implement data caps, who is to saw other companies will not follow, and further recess out fight for net neutrality.

Ticket: # 1258664 - Data Caps

Date: 10/12/2016 3:33:11 PM

City/State/Zip: Minneapolis, Minnesota 55417

Company Complaining About: Comcast

Description

Data Cap implementation is just a proxy solution for Comcast because they lost the battle of Net Neutrality. They feel as if they have the power to charge more money for services because of a de facto monopoly on the Cable ISP market in my area. This is not an acceptable way to treat people that are already grossly overpaying for the services they are subscribing to. Put an end to Data Caps through ISPs once and for all.

Ticket: # 1258670 - Data Caps

Date: 10/12/2016 3:33:27 PM

City/State/Zip: Ypsilanti, Michigan 48197

Company Complaining About: Comcast

Description

My ISP (Comcast) just announced Data caps to internet in my area (SE Michigan). This is a major issue, as ISP choice is limited in my area and this will promote limits on competing businesses as more consumers, such as myself, eschew cable in favor of online media options.

Ticket: # 1258673 - Internet data caps

Date: 10/12/2016 3:33:36 PM

City/State/Zip: Albuquerque, New Mexico 87112

Company Complaining About: Comcast

Description

I recently read that Comcast is yet again expanding the area where they enforce monthly data caps. This area will soon expand to where I live. Data caps are extremely limiting and unfair to consumers. In many parts of the country, consumers don't have the option to avoid data caps because these large corporations that are enforcing them are the only viable option in the area. The internet has become a vital part of modern life and should be treated as a utility. We can technically live without electricity or gas or indoor plumbing, but such a lifestyle is unreasonable now. Internet is the same way. Yes we can live without it, but it means moving backwards by 20 years. It would be ridiculous if there were caps on gas or electricity. Likewise, it's ridiculous to put caps on the internet. I don't want to downgrade my internet to a lesser company to avoid data caps. I don't want to pay extra for a special non-capped plan. Plus, I recently signed a contract with Comcast, so I wouldn't even have the option. The FCC has the power to act in the best interest of consumers by eliminating data caps, and they should. Please stop these large corporations from taking advantage of consumers via local monopolies and unfair practices.

[Ticket: # 1258678 - Data caps](#)

Date: 10/12/2016 3:33:59 PM

City/State/Zip: Fox Lake, Illinois 60020

Company Complaining About: Comcast

Description

These data caps isn't are rolling out are extremely unfair. People will blow through them in no time and the isn't will continually lower the data amounts to get more money. Do not let them screw the people over. Hopefully, this government organization isn't as corrupt as the rest.

Ticket: # 1258680 - Comcast 1TB data cap

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

City/State/Zip: Grayslake, Illinois 60030-3705

Company Complaining About: Comcast

Description

Comcast is introducing a data cap for Internet services which I believe is a punishment for customers who solely choose Comcast as an Internet service provider and not as a cable TV or telephone service provider. They are trying to discourage users like me who prefer streaming their television shows through services like Netflix, Youtube, Amazon, etc.... Comcast already has an awful reputation with providing inconsistent service at questionable rates, and for most people (myself included), we are limited in our choices for internet service providers. Please act on behalf of consumers to maintain net neutrality and provide internet services that are not overpriced or limited.

Thanks,

(b) (6)

Grayslake IL

Ticket: # 1258683 - Capping internet data

Date: 10/12/2016 3:34:25 PM

City/State/Zip: Ferndale, Washington 98248

Company Complaining About: Comcast

Description

This idea of capping internet data shows no transparency on your end. This is a service by which creates distrust in your consumers. I am one of many who are furious of your proposal to cap internet data. The internet as we have come to love breeds curiosity, learning and entertainment. It is the modern generation library with the access on the fingers. Making data caps only hinders and handcuffs the ability to explore, become educated and promote personal and cultural growth. I strongly recommend and urge that you do not go forward with this important part of our society.

Ticket: # 1258707 - Comcast's flawed policy of data caps

Date: 10/12/2016 3:36:20 PM

City/State/Zip: Los Angeles, California 90007

Company Complaining About: Comcast

Description

Comcast's data cap limitation hinders innovation in computer network and communications. It is a flawed policy that promotes competition in the worst areas - namely, data. Data is not the issue, and should never be the issue, but Comcast is making it so. Imposing data caps like these indirectly favors services that require less data, which is violates the open internet idea.

Ticket: # 1259463 - Data Caps in an already Monopolized industry

Date: 10/12/2016 4:43:45 PM

City/State/Zip: Boulder, Colorado 80304

Company Complaining About: Comcast

Description

In the generic I would like to state my opposition to data caps and traffic shaping. The need for data caps is absolutely fabricated by the majority of ISP's and there is ample data to prove most infrastructure can easily support a cap-less system. They only serve to hoard money for those who already have a Monopoly on the industry. If you all were doing your job there wouldn't be monopolies on connectivity and I wouldn't need to file this complaint, but alas the lack of much much MUCH needed regulation on what ISP can and cannot charge for (data caps, mysterious bill increases, etc) has left us with a monopoly where we are charged both for connection and usage of a system that has no fundamental need to rate limit traffic. Please for the good of other industries, innovation, and progression of our society please introduce regulations to re-invigorate competition and prevent this unreasonable nickel-and-diming. Please, the internet is the greatest tool we have ever created and the capitalistic monopolies you are inherently supporting are directly curbing the progression of humanity. I hope you see how fundamental this technology is and do the right thing. Please decompose these monopolies and give this great tool back to the people so that they may use it to better themselves and the world.

Ticket: # 1258778 - Internet Data Caps**Date:** 10/12/2016 3:41:17 PM**City/State/Zip:** Raymore, Missouri 64083**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1258713 - Data Caps**Date:** 10/12/2016 3:36:59 PM**City/State/Zip:** Bloomington, Indiana 47404**Company Complaining About:** Comcast

Description

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Technically, we can live without gas heat and electric lighting too. People did it for thousands of years at least before the advent of modern tech. The point is, it's a significant disadvantage to be forced into a situation where you do not have access to a basic part of every day life that the majority of the population does. Since Internet access is primarily reliant on infrastructure there is little logic in limiting the access. This would be like constructing the US Highway System but telling every driver they can only use 1000 miles of the highway a month. Is a driver going to utilize 1000 miles of highway a month? Probably not. But this kind of thinking is penalizing anyone who drives a little more in the summer months on their vacation.

My account was changed to allow data Caps after I had already signed and canceling my subscription would result in early termination charges. I was railroaded into terms I do not agree to. Am I ever going to utilize 1000Gb of data in network a month? Probably not. But just like the highway system- I might.

Ticket: # 1258714 - Re: Data Usage Caps by CenturyLink

Date: 10/12/2016 3:37:00 PM

City/State/Zip: Dupont, Washington 98327

Company Complaining About: Centurylink

Description

This is a follow-up to your previous request #1093603 "Data Usage Caps by CenturyLink". Contact from CenturyLink was never had in regards to my original complaint. They have ignored this, and have not sent any letter, email, or phone call in regards to this issue of beginning to roll out data caps. Again, data caps are disastrous to consumers and are shown to be arbitrary in enforcement. Time and time again, ISPs are unable to fully account for data being used in an accurate manner. If we cannot rely on accurate measurements for data caps, then how can this be enforced by ISPs? Furthermore, data caps exist solely as a consumer control measure to stifle competition. It also causes users to be biased against applications based on the data amount they use. I should not have to decide whether to work or stream music or a movie with fear of being arbitrarily cutoff from my Internet service. Again this is a real fear as ISPs have shown to be unable to truly measure data usage by users. The Internet is no longer a luxury, and people are increasingly finding that they cannot live without such access. And in my case, it is my livelihood as I work from home. It is as essential a utility much like electricity, and is why the FCC has now classified it in such a way. Data caps circumvent this action by the FCC. And CenturyLink and other ISPs who ignore consumer demand to abolish data caps simply shows the lack of respect they have for their client base. This also further highlights the monopoly that they have in their respective markets, and why they continually push such punishments on their user base. They know there is little to no competition, and they feel like they can do whatever they please. Data caps and ignoring consumer complaints are simply the next step in a long line of abuse inflicted by these monopolies all around the country.

[Ticket: # 1258725 - No data caps](#)

Date: 10/12/2016 3:37:54 PM

City/State/Zip: Seattle, Washington 98116

Company Complaining About: Comcast

Description

Data caps will ruin my way of life. I am a concerned citizen that the monopoly that internet companies have will start to limit our cultural growth because if we limit the basic need that is the internet we will stop evolving as a culture.

Ticket: # 1258716 - Comcast Data Caps

Date: 10/12/2016 3:37:04 PM

City/State/Zip: Morton, Illinois 61550

Company Complaining About: Comcast

Description

Comcast's data caps are limiting the expansion, competition and innovation that the internet is built on and know for.

A common example used for this is Netflix, with the bandwidth limit, you are quite limited on how much content can be streamed at high quality, and with Comcast offering an unlimited service (at much lower quality) many consumers may go with Comcast. This would take subscribers away from Netflix who has made amazing advancements in high quality content storage, compression and delivery over the years.

Additionally with most games being digital purchases, there are rather large downloads associated with the initial purchase and any patches (that many times are required for play). Current games can be 60 GB or more for download, just 10 years ago games were only about 6 GB. If low bandwidth caps are allowed to be enforced with no regulation of any kind then the creativity of these studios could be compromised to be able to fit within these limits.

I feel that the caps should be set at a reasonably high level Nationwide and reviewed yearly Or outlawed directly. I do not see how limiting the consumer and charging more will help in any way.

Ticket: # 1258720 - Comcast 1TB bandwidth cap

Date: 10/12/2016 3:37:35 PM

City/State/Zip: Hampton, New Hampshire 03842

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1258727 - Data caps (in general, but here Comcast specifically)

Date: 10/12/2016 3:38:07 PM

City/State/Zip: Irving, Texas 75062

Company Complaining About: Comcast

Description

Data caps should not be allowed in today's day and age. Using the internet is no longer a luxury only used by those who could afford it. It is now an everyday commodity that needs to be unrestricted in its availability. Data caps adversely affect the poor(er) by forcing everyone's hands to purchase expensive unlimited plans. Even limited internet usage almost always ends up over the caps. They are able to force people into this in areas where people have no other viable option for Internet service, compounding the issue. Not only this, but the ways they read data usage are terribly unreliable and hard to fight when the data usage is incorrect. There is very little adverse affects to internet companies providing unlimited data, the only purpose is to increase their bottom line. We need to have the Internet access open, unlimited, and available.

Ticket: # 1258749 - AGAINST Comcast data caps

Date: 10/12/2016 3:39:17 PM

City/State/Zip: Waltham, Massachusetts 02453

Company Complaining About: Comcast

Description

I think data caps stifle innovation and are brutally anti-consumer. I hope they are forbidden through all available means.

Ticket: # 1258799 - Data Caps and Measurement

Date: 10/12/2016 3:42:57 PM

City/State/Zip: Chicago, Illinois 60654

Company Complaining About: Comcast

Description

Comcast and other companies are not measuring data accurately. Data caps should be unconstitutional. Please support net neutrality.

Ticket: # 1258753 - Data caps stifle Progress.

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

City/State/Zip: Philadelphia, Pennsylvania 19144

Company Complaining About: Comcast

Description

I'm a Netflix user and YouTube user most of the time I'm online. Netflix helps me relax and catch up on shows and YouTube helps me find videos like "how to" or news playback. The FCC needs to understand that we don't live in a dial up world anymore. Internet is more than cat videos and online dating, it's now used for business , large project uploads, e-fax, video conferencing and so much more. I have family and Florida and new Jersey that I video chat with to see family or show them something and when you have a data cap it's hard to keep the conversation going after constant freezing. These companies how the ability to build the kind of broadband we need but they chose not to. The FCC needs to be on the side of the people and stop data caps, please!

Ticket: # 1258754 - Comcast's new 1TB data cap policy

Date: 10/12/2016 3:39:48 PM

City/State/Zip: San Jose, California 95125

Company Complaining About: Comcast

Description

Dear FCC,

As we all know, Comcast is about to change their policy of the data cap to maximum of 1TB per month. Here are a few reasons why this should NOT be an acceptable change.

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in

their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1258757 - Data capa

Date: 10/12/2016 3:40:06 PM

City/State/Zip: Seattle, Washington 98105

Company Complaining About: Comcast

Description

Stop Comcast from implementing data caps. They are stifling innovation and monopolizing control over the internet

Ticket: # 1258776 - Internet Data Caps**Date:** 10/12/2016 3:41:14 PM**City/State/Zip:** Brookville, Pennsylvania 15825**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

I would also like to know what happened to all of the money the Government (TAXPAYERS) gave to the telecoms to develop FIBER but nothing came of it. Why aren't these people/companies being held accountable?

Ticket: # 1258785 - Comcast rolling out data caps

Date: 10/12/2016 3:41:52 PM

City/State/Zip: Camas, Washington 98607

Company Complaining About: Comcast

Description

Comcast has recently announced that they will begin rolling out data caps in my market (southwest Washington).

Data caps for home internet are a terrible strategy that will hamper industry innovation and create a much worse experience for the consumer.

Additionally now that Comcast has announced data caps I've begun researching alternatives for my business. There aren't any. Comcast is a monopoly in my area. Monopolies hurt the consumer as well.

Please do something about this.

Ticket: # 1258864 - Comcast Data Caps

Date: 10/12/2016 3:48:00 PM

City/State/Zip: Portland, Oregon 97225

Company Complaining About: Comcast

Description

Comcast is forcing data caps on me

Ticket: # 1258791 - bandwidth caps, monthly limits etc

Date: 10/12/2016 3:42:24 PM

City/State/Zip: Fenton, Michigan 48430

Company Complaining About: Comcast

Description

I would like to voice a complaint regarding data caps. Data caps are a detriment to business, commerce, and general network usage.

In the modern world, we use data in a million ways and the internet benefits us in countless avenues of life. Service providers that impose an arbitrary cap on customers do a large disservice to the public. Not to mention, there are usually limited choices for service providers. That creates a monopoly-like situation in which frustrated customers have nowhere to turn.

I propose that data caps, bandwidth limits, and any other metering of network usage be made illegal. Data usage is already regulated by the thickness of pipe, rationing usage is a method of abusing or extorting customers.

Ticket: # 1258793 - Comcast wrong charge and data caps

Date: 10/12/2016 3:42:31 PM

City/State/Zip: Seattle, Washington 98109

Company Complaining About: Comcast

Description

Comcast service was charging me for months for a service I did not ask for. They also recently instituted data caps.

Ticket: # 1258842 - Data Caps

Date: 10/12/2016 3:46:03 PM

City/State/Zip: Blackwood, New Jersey 08012

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1258834 - Seattle Comcast Data Cap

Date: 10/12/2016 3:45:35 PM

City/State/Zip: Bothell, Washington 98012

Company Complaining About: Comcast

Description

I live in Seattle area and just received an email from Comcast that they will begin enforcing a data cap on my internet starting on 11/1/16. This is unacceptable and should not be tolerated. There is no reason for a data cap in the year 2016, internet is not a luxury we can live without, it is an essential utility. I would switch from Comcast in a heartbeat but they have such a monopoly over my area there is not a single other company that services my address.

Ticket: # 1259202 - Comcast Data caps

Date: 10/12/2016 4:21:06 PM

City/State/Zip: Puyallup, Washington 98374

Company Complaining About: Comcast

Description

Data caps are monopolistic and an anti competitive burden that restricts choice. Neutrality is important to the future of innovation.

Ticket: # 1258841 - Comcast data caps

Date: 10/12/2016 3:45:56 PM

City/State/Zip: Fresno, California 93726

Company Complaining About: Comcast

Description

Data caps are not fair and do not promote innovation. Please force Comcast to remove them. They are my only option so I can't shop around elsewhere either.

Ticket: # 1258844 - Data Caps

Date: 10/12/2016 3:46:12 PM

City/State/Zip: Salt Lake City, Utah 84104

Company Complaining About: Comcast

Description

ISPs are imposing data caps that will hurt consumers everywhere; there are no upsides for users. Here is a reddit thread detailing exactly why:

https://www.reddit.com/r/technology/comments/5749a8/we_need_to_make_it_clear_to_the_fcc_that_we_want/

The full text of the thread:

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1258847 - Data caps

Date: 10/12/2016 3:46:37 PM

City/State/Zip: Vancouver, Washington 98660

Company Complaining About: Comcast

Description

Comcast adding a data cap to their internet is unacceptable! It's a way to limit customers for something that, in this day in age, is a necessity. This will only result in more ISP providers adding caps to their internet.

Ticket: # 1258849 - Comcast Data Cap

Date: 10/12/2016 3:46:46 PM

City/State/Zip: Salt Lake City, Utah 84117

Company Complaining About: Comcast

Description

I have Comcast internet with a speed of 170 Mbits/sec. I pay \$69 per month. Before I created the account I asked if there was a Data Cap. I was told there wasn't, it was unlimited data. I read my entire agreement, no data cap, no limits on data usage. On Oct 6, 2016, I received an email from Comcast stating that they are imposing a 1TB data cap on my account as of Nov 1, 2016. Going over 1TB will incur a charge of \$10 for every 50GB of data. Up to \$200. Or, I can pay \$50 extra and have unlimited data. My complaints are these:

1. I already BOUGHT unlimited data, at \$69/month. I'm not paying an extra \$50 per month on top of that.
2. I pay for a monthly service of 170 Mbits/sec. If I were to use it at its full capability, I will exceed their "fair" data cap of 1TB in under 12 hours. I don't pay for 12 hours of service, I pay for a month of service.
3. Comcast bills in advance. I paid for October's service already. Now they want to go back and assess an extra charge for services already paid for.
4. They already double dip on charging for data. I pay for my internet service. I use Netflix on my internet service. Comcast CHARGES NETFLIX to send me data. And now, if I go over my new data cap, they'll get a third charge on the same data.
5. There is no technological reason for a data cap. They know this. This is simply a money grab. They are the ONLY ISP in Utah with a data cap.
6. There are no viable competitors to Comcast for my address. I have no choice of ISP, outside of Comcast, for any speed above 10 Mbits/sec.

[Ticket: # 1258873 - The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet.](#)

Date: 10/12/2016 3:48:55 PM

City/State/Zip: Pasadena, California 91101

Company Complaining About: Comcast

Description

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Ticket: # 1258862 - Capping Internet Access**Date:** 10/12/2016 3:47:37 PM**City/State/Zip:** Madison Heights, Michigan 48071**Company Complaining About:** Comcast

Description

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

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example(as a new father this is easiest to use) Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam (as millions of people, including myself do) will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

The theory of charging those who use more data more money, and other who use less, a smaller amount is ridiculous. I feel worked over, am looking at paying an extra fee to use a service I already have and pay for, and now completely feel like these companies cannot be trusted. More and more companies are trying to limit, monitor, and control what we can see or do. This needs to stop!

Ticket: # 1258870 - Data Caps

Date: 10/12/2016 3:48:39 PM

City/State/Zip: Horsham, Pennsylvania 19044

Company Complaining About: Comcast

Description

Comcast, and other companies', recent roll out of data caps will severely affect innovation, how people consume media, and how much families will have to pay for basic internet access. With the progression of video media in the 1080p into 4k and above, simple videos will begin to take up more and more data. So a family doing the same things they've done for years will now have increasing data usage. With the data caps, people will be going over their limit and have to pay extra for things they shouldn't have to. And companies starting out online will have less people using their services since they have to conserve data. Less and less new online companies would become successful, hurting innovation. Please don't allow ISPs to issue datacaps.

Ticket: # 1258876 - Comcast Data Cap

Date: 10/12/2016 3:49:08 PM

City/State/Zip: Boston, Massachusetts 02120

Company Complaining About: Comcast

Description

Comcast's data cap is a detriment to modern society. It hurts my business significantly and the FCC should put a stop to it.

Ticket: # 1258918 - ISP Data Caps

Date: 10/12/2016 3:52:25 PM

City/State/Zip: Billings, Montana 59102

Company Complaining About: Comcast

Description

Data caps from ISP's stifle competition, innovation, and are nothing more than ploys to sneak profits and maintain virtual monopolies in markets (like mine) without any alternatives. We crave alternative competition, which would turbocharge internet satisfaction, and business opportunities. Since local government made terrible decisions to partner with companies and create oligopolies, the FCC needs to take a stand and protect the rights of all Americans to utilize a free and useful internet unimpeded.

Ticket: # 1258893 - Internet Data Caps**Date:** 10/12/2016 3:50:09 PM**City/State/Zip:** Chicago, Illinois 60611**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1258894 - Comcast data cap and lack of competition

Date: 10/12/2016 3:50:11 PM

City/State/Zip: Dublin, California 94568

Company Complaining About: Comcast

Description

The new mandated data caps that Comcast is rolling out nationwide (including to my home) is a large monopolistic problem that threatens the future economy of our nation in many ways.

Seeing how they have zero competition in many areas when it comes to high speed internet access (which is required for many careers well as school) this cap gives them license to slowly boil us like frogs.

While 1tb seems generous, a scant 10 years ago 10 GB (orders of magnitude less) seemed generous.

With the scepter of 4k TV streaming, VR video conferences looming, this is nothing but an attempt to get us use to caps which seem reasonable at the time but will be quite tiny in the future. Data is not scarce resource and can't be used up. Don't stifle innovation, peg Comcast back.

Ticket: # 1258896 - Forced 1T Data Caps - Beginning of the End**Date:** 10/12/2016 3:50:17 PM**City/State/Zip:** Fort Collins, Colorado 80521**Company Complaining About:** Comcast

Description

Starting on November 1st, Comcast will be implementing a 1 terabyte data cap in Colorado and many other states across the country. Many people, myself included, will be forced to swallow this change in policy due to lack of any other option of ISP in the neighborhood. This change will be affecting both my consumer life and professional life as an IT person who works from home quite frequently. Because of this business decision they are forcing me to actually monitor and think about what I'm viewing/downloading/accessing on my home network. It's true that 1 terabyte can be conceived as "a lot of data", but, ask yourself this question, would you ever see them raising that cap? Or is it more likely to be lowered? How is this sort of business policy built to improve and grow the internet as a whole? How are services like Netflix with 4k streaming and Tidal's lossless audio service expected to thrive when customers are paying their monthly fee + overage charges to Comcast? Data caps like this are merely a way for ISPs to juice customers for more money and not provide any better of a user experience.

[Ticket: # 1258917 - Comcast data cap](#)

Date: 10/12/2016 3:52:19 PM

City/State/Zip: Santa Rosa, California 95407

Company Complaining About: Comcast

Description

The 1tb data caps put place by comcast is not good for the consumer.

Ticket: # 1258910 - Data Caps

Date: 10/12/2016 3:51:24 PM

City/State/Zip: Denver, Colorado 80211

Company Complaining About: Comcast

Description

I was recently informed that Comcast plans to institute data caps on internet usage in my area. This is completely unacceptable. These data caps exist solely to stifle competition from companies such as Netflix and Hulu. There are many people, myself included, who have elected to not purchase cable subscriptions due to superior streaming options. Data caps like this are an attempt to penalize those of us who choose to stream our media content and to force us back into a broken cable business model. To make matters worse, there are many markets (such as my market) where internet provider options are limited. Comcast is effectively a monopoly in many parts of the country. They are a company that has shunned and is actively fighting against innovation, choosing to use their power as a monopoly to bend others to their will. This is predatory, unethical, and entirely unacceptable. Your role as the FCC is to ensure that consumers like me are not being taken advantage of by companies like Comcast, and WE ARE BEING TAKEN ADVANTAGE OF! Please put a stop to these practices immediately.

Ticket: # 1258981 - Comcast Data Caps

Date: 10/12/2016 3:57:53 PM

City/State/Zip: Santa Clara, California 95050

Company Complaining About: Comcast

Description

Data Caps are being imposed at a time where we're using an ever increasing amount of data for TV and communication. As a resident of the silicon valley, 1tb does not make sense for the future of consumer telecommunication.

Ticket: # 1258914 - Data Cap (Comcast ISP)

Date: 10/12/2016 3:51:47 PM

City/State/Zip: Ramsey, Minnesota 55303

Company Complaining About: Comcast

Description

My complaint pertains to the recent news coming out about Comcast enacting a data cap to customers subscribed to its internet service. In lieu of the increasing necessity of access to internet and online services, Comcast and other ISPs should not be allowed to cap customers' data usage.

While they claim the cap is "high" at 1TB of data, this breaks down to 250GB of data each in our household of 4, with at least 1 member needing internet access for 8 hours a day to do their job.

In fact, because of their job we need an ISP who can provide a minimum upload and download speed and in our area Comcast is the only available ISP who can offer service at those speeds (albeit with a wired connection - we do not receive the speeds we pay for on any of our wireless connections).

With regard to the quality of service, accessibility of service, and the data cap, I find this a gross exploitation of the monopoly status Comcast holds (along with other ISPs). Wireless connections, understandably, will never have the same connections speeds when compared to a wired connection, however, the difference between the two in our household is much more significant than should be reasonably expected. This, coupled with the fact that our options are extremely limited, due to a number of factors, forces us to continue to pay for services we are not actually receiving.

But most importantly, the data cap punishes subscribers who don't use Comcast's cable television service (and therefore use more data to stream content), restricts customers who are forced to use Comcast because of the nature of their employment, and abuses their status as a monopoly to roll out changes in service as they please.

In short, this is unfair to customers - especially those with little to no other options - and if left unchecked will escalate into a problem that we are unable to escape from.

Ticket: # 1259010 - Uncapped Internet Access

Date: 10/12/2016 4:00:56 PM

City/State/Zip: Herndon, Virginia 20170

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1258949 - Comcast Data Caps

Date: 10/12/2016 3:54:57 PM

City/State/Zip: Houston, Texas 77030

Company Complaining About: Comcast

Description

Please do not allow Comcast to put in place data caps and outrageous overage fees.

In my area, there is no competition. I have to have Comcast to have internet. I can't vote to not have internet at home.

[Ticket: # 1258982 - data caps](#)

Date: 10/12/2016 3:57:57 PM

City/State/Zip: Madison, Wisconsin 53703

Company Complaining About: Comcast

Description

We're back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules. This is unacceptable. Please reconsider the removal of data caps altogether.

Ticket: # 1258959 - ISP Data Caps

Date: 10/12/2016 3:55:54 PM

City/State/Zip: Waterford, Michigan 48328

Company Complaining About: Comcast

Description

I currently subscribe to Comcast Internet and I was recently made subject to capped data limits.

Data caps are flawed in many ways. Comcast has no reliable way to measure my data usage. They limit my ability to choose television services other than Comcast cable television. They stifle innovation by home users, and they violate the spirit of an open internet and of net neutrality.

I urge you to review Comcast data caps and rule against them.

[Ticket: # 1258966 - Comcast data caps.](#)

Date: 10/12/2016 3:56:37 PM

City/State/Zip: Saint Paul, Minnesota 55102

Company Complaining About: Comcast

Description

These data caps that comcast are completely unethical. In this age the Internet is a utility that most use on a daily basis. Comcast implementing these caps are just for making the company more money than helping the American people in anyway. Most first world countries already have 200 mbs Internet on mobile data with no data caps while American Internet is maybe 25 mbs at most at home.

Ticket: # 1258969 - Fight ISP data caps

Date: 10/12/2016 3:56:58 PM

City/State/Zip: Sunnyvale, California 94086

Company Complaining About: Comcast

Description

Comcast is about to cap my internet at 1TB. I have no recourse, as there is no competition and they justify it by saying that "almost" nobody will go over the caps. With 4 people in our place, we will go over 1TB if each person streams for 4 hours a day, and that's not including games or software updates.

ISPs like Comcast have been completely failing to innovate. They fight against attempts to do so from the likes of Google Fiber that are seeking to make bandwidth cheap and ubiquitous to unblock the next wave of internet service innovation by removing bandwidth and speed limitations. My household already goes over Comcast's data caps with the amount of HD streaming we do from YouTube and Netflix, and were looking at adding another 4K display that will only increase the high bandwidth streaming. Add to that the current size of video games and expansion packs, and Comcast is going to more than double our internet bill (which already feels extortionate). I don't want to pay for Comcast's TV services, but it sure seems like that's what they want to force us to do, since they're the only game in town over 10mbps.

Ticket: # 1258970 - Data Caps

Date: 10/12/2016 3:57:02 PM

City/State/Zip: St Paul, Minnesota 55104

Company Complaining About: Comcast

Description

I was recently informed that Comcast was going to be implementing data caps in my area. I already pay to use their infrastructure, and extra packets sent or received through said infrastructure costs them nothing. They're charging people more for something that they already pay for.

Ticket: # 1258973 - Data Cap Investigation

Date: 10/12/2016 3:57:28 PM

City/State/Zip: Tucson, Arizona 85704

Company Complaining About: Comcast

Description

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. I dream to one day host a gaming bar, which will require a stronger, more reliable internet connection than most. I would gladly pay a premium for my extensive usage, but I wouldn't be able to keep my doors open if my connection is throttled and/or capped. Please put an end to Data Caps before this forces more people to ration their data, which ought to be a utility.

Ticket: # 1258975 - Comcast 1T Datacap Complaint

Date: 10/12/2016 3:57:35 PM

City/State/Zip: Sonoma, California 95476

Company Complaining About: Comcast

Description

I would like to file a formal complaint againsts Comcast for their 1TB datacap. I am the father of an average family of 4

which includes my wife, a 14 year-old boy and 11 year-old girl. The one thing that may not be average about us is that

we do not subscribe to a cable television service. About 4 years ago we cut the cord.

In four years I have seen our average demand for broadband access grow significantly as technology has become more and

more available to my growing family. Not only has our use of broadband grown over four years , but I am now seeing

resolution or media increasing (4K) and thus creating a faster consumption of our broadband. I hope these technical

improvements continue.

I received an estimate from Comcast of our current average use... It ranges from 650GB to 950GB per month. That is too

close for comfort.

These are the ways our family use broadband.

- Two iTouch devices for my kids.
- Two mobile phones for my wife and son, who use wifi when they are home.
- One Desktop computer
- Two Laptop computers
- Playstation 4 (My sun streams TV and Downloads Games/Updates etc.)
- Apple TV for all our HD Television on one television in our living room.

I know this may see like a lot but, we don't even have 4K yet. What is going to happen as the resolution of television

and abundance of broadband reliant devices increases? I am worried about how much this will cost my family of 4.

Please address and consider the fairness of Comcast's new policy of setting a data cap. It seems like this is going to

cost us all a lot more money in time.

Sincerely, An average "unplugged" family of four.

(b) (6)

Ticket: # 1258987 - ISP Data Caps

Date: 10/12/2016 3:58:17 PM

City/State/Zip: Angier, North Carolina 27501

Company Complaining About: Comcast

Description

Please do not allow the ISPs which hold a monopoly in most major markets on high speed Internet to impose data caps which restrict data consumption and innovation.

Ticket: # 1258993 - Comcast nationwide data caps

Date: 10/12/2016 3:59:01 PM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: Comcast

Description

I find it ridiculous that Comcast/Xfinity will be enacting a nationwide data cap for broadband internet starting in November.

I'm my area I don't have a choice for my ISP in terms of broadband internet as Comcast has no direct competition here.

And now my service is going to be capped for artificial reasons.

Ticket: # 1259013 - Comcast Data Cap Complaint

Date: 10/12/2016 4:01:01 PM

City/State/Zip: Lowell, Michigan 49331

Company Complaining About: Comcast

Description

The 1tb data cap limit that comcast is starting to enforce in my area in november is absurd. If they are having issues with over-usage that is actually affecting customers connections and bandwidth i would like to see proof of this. Then i would be okay with the caps. Until that time which will most likely never happen i am against the 1tb data cap limit.

Ticket: # 1258996 - Comcast Data Cap Complaint**Date:** 10/12/2016 3:59:39 PM**City/State/Zip:** Brownstown Township, Michigan 48173**Company Complaining About:** Comcast

Description

I've recently been informed that Comcast is imposing data caps in my area on November 1, 2016. I'm very disappointed by this news and like many Americans, Comcast is my only option for high speed broadband internet. Our household with 4 people will easily go over the data caps, and they have offered no alternative services or options for unlimited data. I don't see how Comcast should be allowed to impose data caps in areas without access to other broadband options. This sounds like anti competitive business practices, and is meant as a punishment for those who forgo cable TV in place of internet only services such as Netflix. Please address this concern, as I know I am not the only one who is upset about the upcoming data caps. Thank you for your time!

Ticket: # 1258997 - Data caps

Date: 10/12/2016 3:59:40 PM

City/State/Zip: Portland, Oregon 97225

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

There is no guarantee of accuracy or transparency. Regardless of anyone's stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement (<https://www.dslreports.com/shownews/The-FCC-Has-Received-13000-Complaints-About-Comcast-Data-Caps-135895>). Almost everyone who has to deal with these caps seem to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth!

Globally, international ISPs do not hinder their consumers to the degree U.S. ISPs do. U.S. consumers do not necessarily want a data cap, and should not be subjected to such a communication hindrance. Please, give us some rights.

Thank you.

Ticket: # 1258998 - Data Cap

Date: 10/12/2016 3:59:47 PM

City/State/Zip: Muncie, Indiana 47303

Company Complaining About: Comcast

Description

The idea behind charging more a customer extra for a service that receives few if any upgrades in terms of performance is laughable. When considering areas where Comcast has a real competitor in terms of speed (such as Google Fiber), many customers receive faster download and upload speed for no charge, proving that the infrastructure already exists to provide the speed and bandwidth that Comcast is claiming the new data cap charges will make up for.

The data cap implemented by Comcast offers no benefit to any existing customers, And since there is no competitive service provider in my area in terms of speed, there isn't really an alternative for me to consider.

Ticket: # 1258999 - Open internet

Date: 10/12/2016 4:00:02 PM

City/State/Zip: North Canton, Ohio 44720

Company Complaining About: Comcast

Description

The internet is increasingly necessary for everyday life. It should be open and free. Failing to be free, it should be available without regard to the content being consumed. Data caps and slowdowns are unacceptable. They stifle innovation and consumption, and are a windfall for corporations that do not have any additional outlay necessary to provide unlimited access. Do not let corporations abuse consumers by failing to regulate data caps.

Ticket: # 1259000 - Comcast Data Caps

Date: 10/12/2016 4:00:03 PM

City/State/Zip: Portland, Oregon 97201

Company Complaining About: Comcast

Description

Comcast informed me that beginning November 1st, they have rolling out a 1 TB data cap. There is absolutely no reason for Comcast to do this, and once again us consumers are getting screwed over. Since Comcast is my only option in Portland, there is nothing I can do.

Ticket: # 1259016 - Data caps

Date: 10/12/2016 4:01:38 PM

City/State/Zip: Albany, Oregon 97321

Company Complaining About: Comcast

Description

Company's data caps place undue hardship on their users and price them out of internet access in many cases their data monitoring is flawed and often reports overages when there are none. I implore you to ban data caps the make no sense and it doesn't harm isp networks to offer only unlimited data

Ticket: # 1259004 - ISP data caps

Date: 10/12/2016 4:00:17 PM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: Comcast

Description

I have recently moved to Chicago and was notified that my ISP Comcast has my service capped at 1 terabyte while maintaining same service fees which are ridiculously overpriced.

Furthermore, because I only have internet, all of my tv shows and movies are watched using online services which offer me cheaper prices than bundling tv services with my provider.

I also work from home and use video conferencing frequently as well as uploading and downloading large amounts of data files which include, but are not limited to, pictures, videos, large software data files and more.

With several users in my home, this often equates to a larger amount than the imposed data caps allow.

If I do go over the allotted data, the overage fees are criminal. This new data cap only benefits the provider with more income.

The United States is currently the only country in the world amongst first world countries to impose a data cap while other countries provide faster speeds at lower cost with no data caps.

Please consider not only how it affects the consumers but how it affects businesses who provide online related services.

This is a work around that ISPs have created to avoid stepping on net-neutrality.

Thank your for your time.

Ticket: # 1259005 - Data Caps

Date: 10/12/2016 4:00:31 PM

City/State/Zip: Richmond, California 94803

Company Complaining About: Comcast

Description

I have Comcast as my Internet supplier and just recently received a notice that my Internet data is now capped. I think this is ridiculous, there's no reason for it other than to suppress competition and maintain their and AT&T's monopoly over Internet in this country. It's insane how much power they have over consumers and they need to be broken up, and data caps need to be made illegal.

[Ticket: # 1259041 - Please don't allow isp's to use data caps](#)

Date: 10/12/2016 4:04:53 PM

City/State/Zip: Andover, Minnesota 55304

Company Complaining About: Comcast

Description

Please don't allow isp's to use data caps; the internet usage amounts metered by isp's can be inaccurate without any transparency to the consumer, it discourages cord cutting and stifles online competition.

Ticket: # 1259035 - Comcast data caps

Date: 10/12/2016 4:04:25 PM

City/State/Zip: Springfield, Massachusetts 01109

Company Complaining About: Comcast

Description

With the implementation of data caps I will no longer be able to use my netflix/hulu/and other streaming services for the extent of what I pay for because they want to try and exploit their customers. My Internet price is already to high for a college student to afford let alone having caps on them.

Ticket: # 1259011 - ISP Data Caps**Date:** 10/12/2016 4:00:58 PM**City/State/Zip:** New York, New York 10003**Company Complaining About:** Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable. Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. Data intensive services that would have otherwise been developed will languish as data caps cause consumers to be biased against them. Furthermore there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Lastly, there are a significant number of consumers who have a single ISP as an option, and are therefore unable to find competitive pricing on data plans. ISP's spend a significant amount of money blocking competition from entering their market's; look at the number of lawsuits being filed against Google and municipalities across the country who are trying to roll out their own ISP infrastructure.

Data caps are a mechanism for entrenched ISP's to maintain the status quo of a poor service with high consumer costs, and opacity with regards to how they account for billing practices. Please do not further enable these companies to steal consumers!

Ticket: # 1259012 - Please do not allow data caps

Date: 10/12/2016 4:00:59 PM

City/State/Zip: Manhattan Beach, California 90266

Company Complaining About: Comcast

Description

Hello -

I'm writing to formally submit my objection to data caps. As we move toward an age where the internet is treated more and more as a utility, data caps threaten innovation, safety, and free flow of information. Please respect the threat that this places on the internet, and the precedent that it would set.

Regards,

(b)

Ticket: # 1259023 - Xfinity Data Caps**Date:** 10/12/2016 4:02:52 PM**City/State/Zip:** Seattle, Washington 98105-2641**Company Complaining About:** Comcast

Description

I recently received an email from Xfinity informing me that at the beginning of next month, my plan would be switched to a 1 TB data capped plan. The email also informed me that I use an average of 174 GB of data and that I was not in danger of exceeding the limit. Although I agree, and my usage is not in danger of increasing beyond the limit that will be imposed, my complaint is in the implementation of arbitrary limits on consumer goods. According to Xfinity's own perspective, less than 1% of their customers are utilizing an amount of data that would be affected by data caps of 1TB. Why then are data caps of 1TB necessary for the 99 % of clients that would not be affected? I already pay a premium based on speed, and now there is an additional tier based on amount that Xfinity can use to confuse their customers on the bill because pricing has been segmented into arbitrary units of measurement invented by the company. I see this as an obvious and dangerous imposition of limits put in place by a major corporation to wrangle financial and access control on its customers. All of this in the context of a service that is considered to be a public service or utility in an increasing number of nations around the world.

Ticket: # 1259024 - Ban data caps

Date: 10/12/2016 4:03:16 PM

City/State/Zip: Highland, Michigan 48357

Company Complaining About: Comcast

Description

Hello,

I am just writing to implore you to ban data caps on home Internet connections. They unfairly limit a service that has become a requirement for everyday life and I think imposing caps will allow ISPs to run rampant and take advantage of consumers who have no other choice than to purchase their service.

Ticket: # 1259140 - Data Caps

Date: 10/12/2016 4:14:03 PM

City/State/Zip: Denver, Colorado 80231

Company Complaining About: Comcast

Description

I am writing in to make clear that I oppose the recent data caps that Comcast has applied to my (and many others across the nations) account.

First there is no guarantee of accuracy or transparency. Currently there is no third party method for me to audit my data usage. Comcast has no obligation to prove to me or a third party that the readings they are showing are accurate.

Second this negatively affects innovation in the field of internet technologies. In the rapidly evolving environment of "The Internet of Things" more and more devices are going to be transferring and reporting data to the cloud. As a consumer I will now have to be wary of purchasing smart devices like the Philips Hue (smart light bulbs), Samsung Family Hub (smart refrigerator), and the Nest Thermostat (smart thermostat) because they will be using a portion of my artificially limited data available to my home. This will negatively effect the economy and cause the United States to be less innovative in this ever growing field.

Finally, this would be less of an issue if there was competition in the ISP marketplace. I have two options of ISPs at my address Comcast and CenturyLink. Both providers have datacaps and Comcast is the only provider to supply high speed internet over 60 mbps. This gives Comcast a pseudo monopoly on providing high speed internet access in my area, stifling competition.

Again, I oppose data caps in all forms and feel as though they should be illegible. It is the FCCs duty to protect consumers from the predatory actions of large ISPs who know that their customers have nowhere else to go.

Ticket: # 1259057 - Comcast Data Caps**Date:** 10/12/2016 4:06:58 PM**City/State/Zip:** Orangevale, California 95662**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

I would also like to know what happened to all of the money the Government (TAXPAYERS) gave to the telecoms to develop FIBER but nothing came of it. Why aren't these people/companies being held accountable?

Ticket: # 1259050 - Comcast data caps

Date: 10/12/2016 4:05:54 PM

City/State/Zip: Albuquerque, New Mexico 87102

Company Complaining About: Comcast

Description

Comcast is planning to have data caps in place by November for all subscribers. I live in an area where the only real isp is Comcast and have no way to speak with my Wallet, since century link only offers 2mbps in my area. These caps stifle competition from services like Netflix and others and are a step backwards in every respect

Ticket: # 1259046 - Metering

Date: 10/12/2016 4:05:17 PM

City/State/Zip: Peyton, Colorado 80831

Company Complaining About: Comcast

Description

With today's ever-connected world, access to the internet is rapidly approaching being a requirement and not a luxury. Comcast's recent decision to implement data caps is nothing more than a way to stifle innovation and limit competitive services such as Netflix and Hulu, especially for those families who have cut TV services in favor of online options. Please declare home broadband metering in violation of Net Neutrality and allow for more competing internet providers, such as Google Fiber, to be able to more quickly expand service areas without bureaucratic red tape.

Ticket: # 1259052 - Data Caps

Date: 10/12/2016 4:06:13 PM

City/State/Zip: Stillwater, Oklahoma 74074

Company Complaining About: Comcast

Description

Comcast's new data cap policy is flawed. This new measure hurts us even more than it helps them keep control. The internet is now close to essential in the modern world and what Comcast wants to do is limiting that. It is also limiting competition which is the basis of what the businesses in this country are built through. Please disallow them to use data caps on their consumers, if we let them cap this then who know what else they will try to limit after getting shut down with net neutrality.

[Ticket: # 1259060 - Comcast data caps](#)

Date: 10/12/2016 4:07:21 PM

City/State/Zip: Boulder, Colorado 80303

Company Complaining About: Comcast

Description

Comcast recently implemented data caps that are unreasonable and unrealistic for an increasingly data driven world. This is due in part to the local monopolies that exist in their areas. Please do something.

Ticket: # 1259062 - Comcast Data Caps

Date: 10/12/2016 4:07:28 PM

City/State/Zip: New Britain, Connecticut 06053

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

It would diminish my ability to work from home and still be able to indulge in simple pleasures like Netflix or Amazon Prime. In my neighborhood, Comcast is the ONLY option, and yet the fastest Internet they offer is a mere 50 mbps.

It is laughable, and bordering on criminal, that a company that has been consistently rated as the worst in the US for marks like customer service and transparency, should be allowed to get away with applying data caps on a service that EVERY American has come to rely on, whether for business or pleasure.

Make the Internet a utility, and regulate it as such. Don't let Comcast get away with this.

[Ticket: # 1259064 - Comcast implementing data caps is abhorrent to consumers.](#)

Date: 10/12/2016 4:07:51 PM

City/State/Zip: Superior, Colorado 80027

Company Complaining About: Comcast

Description

Comcast charges for both speed and data. It's ridiculous to pay for higher speed when the data cap means I can only use a fraction of it potential.

Ticket: # 1259079 - Comcast Data Caps**Date:** 10/12/2016 4:09:09 PM**City/State/Zip:** Everett, Washington 98201**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1259084 - Uncapped Internet Access.

Date: 10/12/2016 4:09:26 PM

City/State/Zip: Orange, California 92868

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity.

Consumers don't have much a choice when it comes to choosing an internet provider. This data cap forces consumers into a corner.

Ticket: # 1259128 - Data Caps

Date: 10/12/2016 4:13:25 PM

City/State/Zip: Boston, Massachusetts 02210

Company Complaining About: Comcast

Description

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Ticket: # 1259087 - ISP data caps

Date: 10/12/2016 4:09:45 PM

City/State/Zip: Jersey City, New Jersey 07302

Company Complaining About: Comcast

Description

I think data caps are unethical and as the world as a whole transmits more data it becomes more of a slap in the face that cable companies do indeed have a monopoly and enforce rules that are clearly unfair for no other reason than that they can. Data caps are absurd considering the amount of day to day tasks that require it. It's not fair and they've stepped on us long enough, now that we have viable alternatives to a chunk of those cable profits through netflix, Hulu, etc. We get our data capped and throttled because they do have a monopoly and there often is no other option other than to accept it. It's not fair and the time to change and do the right thing is now.

Ticket: # 1259089 - Internet Data Caps

Date: 10/12/2016 4:09:46 PM

City/State/Zip: Palm Desert, California 92260

Company Complaining About: Comcast

Description

Hello FCC,

I'd like to file a complaint against Comcast for imposing internet data caps against their users. Comcast is abusing their monopoly to charge users exorbitant fees for internet usage and specifically for going over some extraneous "cap." Access to the internet has been classified as a human right by the UN, and Comcast denying this access via prohibitive fees is a violation of that right and an incredible insult.

As a computer engineer and web developer, the Internet is vital to my career and productivity. Comcast setting a data cap limits access to the wider world for a plethora of people, and it should not be allowed.

Please enact policy that makes data caps forbidden. You would be doing Americans and the world a great service.

Thank you.

Ticket: # 1259090 - Data Caps

Date: 10/12/2016 4:09:52 PM

City/State/Zip: Oklahoma City, Oklahoma 73117

Company Complaining About: Comcast

Description

Comcast should not be able to impose data caps as they are completely arbitrary and stifle business. Imagine if the national highway system had a 1,000 mile limit per month. Not very good for business, is it?

Ticket: # 1259115 - Internet usage cap

Date: 10/12/2016 4:12:36 PM

City/State/Zip: Minneapolis, Minnesota 55403

Company Complaining About: Comcast

Description

Data caps are an extremely greedy ploy for Comcast to use to make more money. Many people don't have a choice of Internet providers if they live outside of a city. If you look at South Korea they have insane Internet speeds available to everyone. How can another country be better than us? We are the damn United States!

Ticket: # 1259135 - Comcast data caps need to be made illegal

Date: 10/12/2016 4:13:46 PM

City/State/Zip: Holyoke, Massachusetts 01040

Company Complaining About: Comcast

Description

Comcast is rolling out national data caps. Please do the right thing and keep the Internet data cap free. The internet is a utility and should be regulated as so.

Ticket: # 1259139 - Comcast Data Cap

Date: 10/12/2016 4:13:57 PM

City/State/Zip: Puyallup, Washington 98375

Company Complaining About: Comcast

Description

Internet is a needed item much like food and water. We live in the age of technology and having data caps should be illegal.

Ticket: # 1259174 - Comcast Data Caps

Date: 10/12/2016 4:17:49 PM

City/State/Zip: Vancouver, Washington 98662

Company Complaining About: Comcast

Description

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Ticket: # 1259215 - Internet Data Caps

Date: 10/12/2016 4:21:42 PM

City/State/Zip: Sacramento, California 95816

Company Complaining About: Comcast

Description

Adding data caps for Internet users is the most harmful thing we can do. This is not future planning when more and more data will be required to do anything of note. ISPS will be slow to adapt and even take advantage of the consumer with insane prices. This is already occurring with Comcast. Their interent speed is not guaranteed and they overcharge for a simple service.

Ticket: # 1259145 - Data Caps**Date:** 10/12/2016 4:14:26 PM**City/State/Zip:** Baltimore, Maryland 21224**Company Complaining About:** Comcast

Description

My roommates and myself, the account is in my roommate's Jamie's name, have Comcast and are now facing data caps. We have 3 people living in this households and now with the data caps looming, I fear our bill will increase exponentially. Not only are we watching Netflix and playing Xbox Live, we are also filmmakers who upload and download work for clients and projects. Video files are extremely large, just yesterday I had to upload around 5 videos because my client wanted small changes to them each time. They were around 1GB each. That is 5GB in one day not including what my other roommates are doing in the meantime. It is completely outrageous that they can put a cap on data when there is no need for it except for their greed. It is also, in my opinion, a huge monopoly on the city of Baltimore. We do not have another service provider that we can switch to, such as Verizon. Google Fiber is nowhere near us unfortunately. Please stop the terrible company that is Comcast from doing this to our nation.

Ticket: # 1259146 - Data cap complaint

Date: 10/12/2016 4:14:28 PM

City/State/Zip: Sandy, Utah 84092

Company Complaining About: Comcast

Description

I'm complaining due to the fact that Comcast is forcing a data cap onto us by saying that data is a limited resource. This is garbage, and a free internet is what is needed for the world of technology to grow, and not be stifled by corrupt companies and the people in power. I IMPLORE you to stop ISP's be able to put data caps on a service that is essential to modern life, and how we communicate and interact with each other.

Ticket: # 1259147 - Comcast data caps

Date: 10/12/2016 4:14:42 PM

City/State/Zip: Vernon, Connecticut 06066

Company Complaining About: Comcast

Description

Data caps are not in my area yet, however Comcast continues to expand their data caps across the nation, that its only a matter of time before I, and others are affected.

Data caps are being implemented simply for greed and to stifle competition . Most of the free world enjoys open and free, fast, uncapped Internet while Comcast continues to hinder its users via slow connections or low data caps.

If I had the ability to switch providers, I'd gladly pay to do so, however comcast is the only option for myself and many others.

End this nonsense of data caps. It does nothing but hurt the wallets of consumers, and line the pockets of greedy companies like comcast.

Ticket: # 1259158 - Comcast Data Caps Complaint

Date: 10/12/2016 4:15:52 PM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Comcast

Description

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Ticket: # 1259167 - Comcast Data Caps

Date: 10/12/2016 4:16:24 PM

City/State/Zip: State College, Pennsylvania 16801

Company Complaining About: Comcast

Description

I am writing to express my deep concern over Comcast's new data caps for internet usage. Unlike a standard commodity, the Internet cannot be quantified. You can't put an arbitrary price on it- and Comcast's own operating expenses are the same whether they deliver 1 GB of data or 1 million GB of data. Internet usage is like that of a highway- the concept of capping the amount of usage is silly, hurts our economy and is against the public interest. I strongly advise the FCC to represent the interests of the American public and protect this valuable utility from being further restricted by private interests- please stop the foolishness that is data caps and continue to fight for an open and neutral Internet.

Ticket: # 1259150 - Comcast Data Caps

Date: 10/12/2016 4:15:02 PM

City/State/Zip: Katy, Texas 77450

Company Complaining About: Comcast

Description

Hello, I'm here speaking about the new data caps Comcast is attempting to enact across multiple areas in the US. I wanted to voice my concerns I had as such a policy has nothing but negative affects on everyone except Comcast themselves.

There is no benefit for consumers to have data caps. Data caps are, by nature, anti-consumer and anti-net neutrality as they stifle competition and give an excuse to charge more for a fixed variable that data is.

It stifles competition by forcing consumers to choose between using streaming applications such as Netflix and running their data, or using Comcast's own cable provider (which conveniently does not count against data). This will affect every site that requires large amounts of data to be used (Netflix, YouTube, Hulu, Amazon TV, etc). It could also be argued that Comcast is breaking the rules set by the FCC last year by introducing these caps as it favors Comcast's own cable service to services that use data.

Data is a fixed variable. This means streaming 1GB of data costs Comcast no less than streaming 100GB. This fact alone shows how data caps are absolutely unnecessary. By introducing caps it only gives Comcast a reason to charge more for a service that doesn't cost them more to operate.

I implore the FCC to not allow data caps to become a reality. Nobody benefits except Comcast, data caps make no sense to implement, and the precedent it sets would be astronomically bad.

Thank you for your time.

Ticket: # 1259152 - Comcast Data Cap

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

City/State/Zip: Richmond, Virginia 22601

Company Complaining About: Comcast

Description

Comcast should not be able to limit access to the internet with data caps. Break up this monopoly.

Ticket: # 1259156 - Data Caps

Date: 10/12/2016 4:15:26 PM

City/State/Zip: Franklin, Tennessee 37067

Company Complaining About: Comcast

Description

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Ticket: # 1259183 - Comcast Data Cap/Monopoly

Date: 10/12/2016 4:19:29 PM

City/State/Zip: Boston, Massachusetts 02118

Company Complaining About: Comcast

Description

I'll bullet point my complaints as best as possible:

- Data caps on its internet usage. My state is not yet affected (Massachusetts), but my data is already being tracked. This tracking is not only inaccurate, it restricts access to what I believe is a necessity. Just like electricity and gas are necessities, so is internet. Yes we can live without ALL of them, but that would force me into a sever disadvantage when compared to the vast majority of population that has all three. These data caps must be stopped. There is NO reason for them. There is not a finite amount of data to use, so why the limit? It costs Comcast the same if I used 1 GB a month or 10000000 TB.
- Restrictions on speed and amount are abusive. Imagine if the gas company restricted the speed at which your gas arrived to your house...that it came out in a trickle and your stovetop burner flame was the size of a lit match. Imagine if the electric company said "you used enough electricity this month" and cut you off or jacked the price so far up you could not afford it.
- Comcast is a monopoly where I live. I have no other choice of internet, unless you include dial up, which I don't, just like I dont consider having a can of gas as having fuel to cook or heat my home. Yes it can be used, but I no longer have the tools to effectively use it: modern technology requires faster internet than 56kbs. I cannot get satellite internet. The only option is Comcast. We need more competition.
- Comcast is an abusive monopoly.

Ticket: # 1259163 - Data Caps**Date:** 10/12/2016 4:16:09 PM**City/State/Zip:** Arcadia, Indiana 46030**Company Complaining About:** Comcast

Description

The recent addition of data caps by Comcast is an attack on the consumer. I do not live in an area where I can get a different internet provider that does not have data caps. As the case with most families now, we do not have cable. Internet is our primary source of entertainment. Comcast claims that the overwhelming majority of its customer do not use more than the 1TB data cap. In my household we average 1.6TB. Our only solution is to pay an additional \$50 to avoid overage costs. This should be illegal. In a world more reliant on the internet Comcast is taking advantage of its customers and due to illegal no competition agreements we as the consumer have no choice but to bite the bullet. More needs to be done to protect the consumer especially with more and more people leaving cable behind.

Ticket: # 1259173 - Comcast Data Caps**Date:** 10/12/2016 4:17:46 PM**City/State/Zip:** Portland, Oregon 97219**Company Complaining About:** Comcast

Description

I live a fairly modern metro area with numerous tech companies (like Intel). Comcast recently announced that they are rolling out data caps in my area for the next billing cycle. Seeing as I am locked in a contract, this constitutes changing a contract mid cycle. I believe that this is illegal, or should be. Data caps on WANs are nothing more than a money grab, as there is no "data shortage" or widespread congestion that is noticeable to the consumer. Its just companies refusing to modernize and simply wanting more money. They already take enough of my money for the awful customer service they provide.

Ticket: # 1259169 - Comcast and their "data cap".

Date: 10/12/2016 4:16:34 PM

City/State/Zip: Saint Paul Park, Minnesota 55071

Company Complaining About: Comcast

Description

Comcast recently sent me an email about their data caps being enforced in Minnesota. With a family of 6, this definitely impacts us being that I now have to advise the kids to stagger their usage with Netflix, online gaming, streaming etc. Comcast's only solution is to "pay more for unlimited data usage". Seriously?! An extra \$50 on top of their already ridiculously high priced service is their solution? This is outright garbage. If I had another option, I would cancel my Comcast service in a heartbeat.

I have been a loyal customer for 10+ years and every time there is an issue, their solution is to change my plan and pay more money to them.

Ticket: # 1259170 - Internet Service Providers capping internet data usage

Date: 10/12/2016 4:16:37 PM

City/State/Zip: Orange Park, Florida 32065

Company Complaining About: Comcast

Description

Comcast is attempting to add a data cap to the service that I paid for and there isn't anything I can do about it, because I live in a place that only has Comcast as an ISP. In this day and age where more and more things are data dependent like streaming movies and TV shows, downloading and play video games, and just surfing the internet I believe that they are just trying to control the consumer and get them away from anything that uses ample amounts of data such as Netflix. What they are trying to do is wrong because they are just trying to draw people to get cable tv from them and stop them from using their networks as much so they don't have to service them quite as much.

Ticket: # 1259190 - Uncapped Internet Access**Date:** 10/12/2016 4:20:06 PM**City/State/Zip:** Plainville, Connecticut 06062**Company Complaining About:** Comcast

Description

Over the years I have noticed a rise in internet access data caps and a drop in internet access quality becoming alarmingly "regular". I'm curious as to why that is? In a world of increasing innovation and demand for higher quality internet services, one would think access to such content would become easier. However, data caps on internet access are now becoming a norm as if the internet is the property of these providers and not a right to us as consumers. My complaint is regarding the monopolization of internet services. I think it's wrong for corporations to control such a thing, and you should as well. Dystopian literature such as "1984" or "Fahrenheit 451" (although fiction) do provide an interesting perspective into a world full of censorship and restrictions that are not too dissimilar to what my fellow "consumers" and myself are experiencing.

[Ticket: # 1259223 - Comcast and data caps](#)

Date: 10/12/2016 4:22:24 PM

City/State/Zip: Saint Paul, Minnesota 55104

Company Complaining About: Comcast

Description

I am abhorred by the practice of data capping by ISPs and Comcast is a notorious offender. It's an anti-consumer practice and it should be abolished.

Ticket: # 1259219 - Comcast data caps

Date: 10/12/2016 4:22:04 PM

City/State/Zip: Seattle, Washington 98116

Company Complaining About: Comcast

Description

I am VERY concerned that this new 1 Terabyte data cap that Comcast is rolling out will directly hurt competitors like Netflix and discourage people from getting rid of their TV service. There are many people like me who can't switch to a different provider though I certainly wish that I could. This type of thing shapes our lives in both subtle and very pronounced ways by limiting the pace at which we work, play, and innovate. As far as I can tell, there is no legitimate business reason for doing this other than to hurt Comcast's competitors, and I believe we need to set a precedent that allows equal access and net neutrality for all.

Ticket: # 1259231 - Comcast Data Caps

Date: 10/12/2016 4:23:02 PM

City/State/Zip: San Jose, California 95129

Company Complaining About: Comcast

Description

My region of California has just been introduced to Comcast's "data cap" policies. Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

There is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity.

Please fight for us!

Ticket: # 1261116 - Comcast 1TB data cap

Date: 10/12/2016 10:03:02 PM

City/State/Zip: Portland/clackamas, Oregon 97015

Company Complaining About: Comcast

Description

Beginning in November, Comcast (the only option for many of us in Portland and especially in our suburbs, in my case Clackamas) will be rolling out a 1TB Data Cap to all it's customers.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. This is an unfair practice that brings back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

I'm writing this email in hopes this will raise public awareness of this issue and flood you, the FCC, with our community's complaints and input so we don't have to deal with a stifled internet.

Ticket: # 1259239 - Comcast Data Cap**Date:** 10/12/2016 4:23:27 PM**City/State/Zip:** San Jose, California 95133**Company Complaining About:** Comcast

Description

Got a letter regarding a data cap through Comcast. This is completely unacceptable given the increasingly connected world and the increasing importance of the internet in our every day lives. Furthermore, I don't even have an alternative to go to! Netflix estimates 3GB/hr for an HD movie--about 341 hours with Comcast's current cap. That's half the number of hours of what they're stating in their emails to customers. Furthermore, this data rate isn't getting any lower, and one can imagine a household with multiple video streaming users and/or gamers very quickly eating up this cap. One can also imagine that this cap will only shrink in size to increase profits--not just for Comcast, but for other ISP providers as well.

Ticket: # 1259323 - Comcast Data Caps**Date:** 10/12/2016 4:31:57 PM**City/State/Zip:** Saint Paul, Minnesota 55105**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1259241 - Comcast data caps

Date: 10/12/2016 4:23:34 PM

City/State/Zip: League City, Texas 77573

Company Complaining About: Comcast

Description

I am wholeheartedly and vehemently opposed to caps on data. Comcast has a long history of extortion of their customers in monopolistic situations for fees and services, set-top box rental, modem rental, various and Sundry other revenue streams. This new data cap smacks of a preparation for the future for a lack of investment in infrastructure, debilitating "cord cutters" forcing them to stick with Comcast provided programming instead of what they might otherwise see via internet streaming services. To repeat I am against in every way the changing of the Comcast user agreement to include data caps. respect should be given to people who wish to retain their unfettered access to the internet.

Ticket: # 1259249 - Comcast Data Cap

Date: 10/12/2016 4:24:05 PM

City/State/Zip: Lafayette, Colorado 80026

Company Complaining About: Comcast

Description

Hello,

I'm writing to complain of Comcast's new policy placing a 1 TB data cap on it's customers.

The internet was recently classified as a utility, recognizing that the internet is not long a luxury but actually an essential service in this day and age. Data caps seek to limit that same service, and are entirely designed to work against the user. This is an anti-competitive measure looking to lead people away from high data services (media, social interaction, aggregate research) in order to favor the services provided by Comcast (which is often the only provider in a given area).

I urge you to ban data caps in service of protecting users and sustaining innovation in an increasingly data dependent world.

Thank you for your time.

Ticket: # 1259258 - Comcast Data Caps

Date: 10/12/2016 4:25:30 PM

City/State/Zip: Portland, Oregon 97201

Company Complaining About: Comcast

Description

Comcast has announced they will be imposing data caps in Oregon. I don't have cable and use Netflix, Hulu, Amazon, HBO Go, CBS Streaming, and other streaming apps to watch TV shows. I currently pay for the top tier Comcast residential connection which gives me 100Mbps connection though, I typically get 60-80Mbits. That means that at my current connection that I will potentially use up my allotted cap in two days.

1TB / 100Mbps (@ 50% efficiency) = 2 days, 0 hours, 52 minutes, 1.86 seconds.

I'm not always uploading and downloading but my current usage, according to Comcast's own metrics tool, hover ins the 1.5 to 1.7TB range per month. The bast majority of which is taken up by Netflix and my other streaming apps.

Comcast has given me the option of paying even more money to get "unlimited". I don't have any other reasonable options in my neighborhood (CenturyLink offers a meager 7Mbit service) so either I i) curb my usage significantly ii) order cable from comcast or iii) pay for unlimited feature.

I don't think it's a coincidence that Comcast announced these caps shortly after Google suspended its plans to introduce Google Fiber in the area. Comcast may not have a proper monopoly but with no other viable options in the area, they have a functional monopoly and are leveraging that charge their customers more money.

Ticket: # 1259263 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 10/12/2016 4:26:04 PM

City/State/Zip: Griffin, Georgia 30224

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1259265 - Comcast xFinity Bandwidth limit

Date: 10/12/2016 4:26:17 PM

City/State/Zip: Minneapolis, Minnesota 55403

Company Complaining About: Comcast

Description

Hello,

I am stuck with two internet providers in my area. One of those providers does not offer Consistent high speed internet. The other is Comcast which I buy their product. I do not think Comcast should be able to impose data caps with unfair overage charges. If I used my service a full 24 hours at their advertised speed I would go over the 1TB limit.

The limit is not fair and I cannot use another company to provide me a necessary service. Comcast created a childish video to explain how big a TB is with acknowledging our growing usage (think 4K streaming). Please regulate Comcast from their corrupt ways.

Ticket: # 1259266 - Comcast data caps

Date: 10/12/2016 4:26:18 PM

City/State/Zip: Wheeling, Illinois 60090

Company Complaining About: Comcast

Description

Comcast has instituted data caps in my area. Since I have no choice in my internet provider in the Chicagoland area i am stuck with Comcast. I feel like they have unethical business practices because of their data caps. It effects me negatively as a consumer for a service I pay for.

Ticket: # 1259275 - Comcast data caps

Date: 10/12/2016 4:27:06 PM

City/State/Zip: Chestnut Ridge, New York 10977

Company Complaining About: Comcast

Description

Dear FCC,

I'm writing to complain about the precedent that the recent roll out of Comcast data caps represents.

Increasingly in our culture, our access to internet shapes our ability to communicate, work, and express ourselves more than ever.

With anti-competitive data capping it allows large profit driven companies like comcast to have control of one of our daily basic necessities. This should not be the case.

Kind regards,

(b)

Ticket: # 1259269 - Comcast Data Caps not OK

Date: 10/12/2016 4:26:30 PM

City/State/Zip: Seattle, Washington 98126

Company Complaining About: Comcast

Description

Comcast has recently announced that my home internet will be subject to a data cap unless I pay double what my current bill. While I may not use a terrabyte of data at present, as HD and ultra-HD streaming become available I could quickly hit that data limit. I also play games online and will also be something that makes me have overages each month.

I currently do not have an ISP available to me that does not have data caps.

Data caps are not OK - Comcast imposing this on its customer base is not OK, not unless they have sufficient competition in my market place - which they do not.

At the very least, data usage needs to be verified by an independent third-party and regulated by a government agency that advocates for the consumer.

Thank you for your time.

(b) (6)

Ticket: # 1259273 - The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity.

Date: 10/12/2016 4:26:53 PM

City/State/Zip: Austell, Georgia 30168

Company Complaining About: Comcast

Description

We're back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Ticket: # 1259274 - Net Neutrality

Date: 10/12/2016 4:26:59 PM

City/State/Zip: Aurora, Illinois 60502

Company Complaining About: Comcast

Description

Comcast's data caps are nothing more than an attempt to punish those who move away from cable. It is important that the FCC stands up for robust net neutrality and fair pricing schemes that actually reflect the costs the carriers have to maintain their networks.

Ticket: # 1259278 - Comcast Data Caps**Date:** 10/12/2016 4:27:48 PM**City/State/Zip:** Livonia, Michigan 48154**Company Complaining About:** Comcast

Description

If Comcast is allowed to place caps on data, it's only a matter of time before other ISP's force it on their customers. Data caps stifle competition and discourage people from cutting cable. I regularly use Netflix and other legal streaming services. By forcing data caps on customers, ISP's like Comcast can prevent us from using other streaming services, forcing people to sign up for cable. For an Internet connection of 25 megabits per second, New Yorkers pay about \$55 — nearly double that of what residents in London, Seoul, and Bucharest, Romania, pay. And residents in cities such as Hong Kong, Seoul, Tokyo and Paris get connections nearly eight times faster. This is part of why America is starting to fall behind in the World Economy.

Ticket: # 1259284 - Elimination of Data Caps

Date: 10/12/2016 4:28:09 PM

City/State/Zip: College Station, Texas 77840

Company Complaining About: Comcast

Description

Comcast and other ISPs should not be allowed to institute data caps on internet service. Doing so would limit our growth as a society and stifle innovation and progress.

Ticket: # 1259731 - ISP Data Caps

Date: 10/12/2016 5:13:02 PM

City/State/Zip: Liberty Lake, Washington 99019

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

Ticket: # 1259330 - Net Neutrality : Oppose Comcast's data cap

Date: 10/12/2016 4:32:10 PM

City/State/Zip: Houston, Texas 77054

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Ticket: # 1259312 - COMCAST/ISP Data Caps

Date: 10/12/2016 4:31:17 PM

City/State/Zip: Houston, Texas 77088

Company Complaining About: Comcast

Description

Many years ago, the internet was bought and paid for by the minute. As infrastructure grew, access to the internet became easier and the data amount was no longer an issue.

Since then, speed has been actively throttled. Want more speed? Pay more. Does the excess speed affect the ISP in any way? No.

Now, they want to start imposing caps on our speed and data usage, a practice that was outdated almost at the inception of the internet.

Not only is changing the terms of a contract unenforceable, its misleading to consumers.

Many have said that data caps will increase innovation. My concern with this reasoning is that it seems to be backwards. Innovation occurs when companies are forced to change their practices, not consumers. How are we, as consumers, supposed to change anything by paying more. Especially when DSL speed internet is offered by 1 or maybe 2 companies in any given area.

Further, noting that only 1 percent [as comcast suggest] of users will use more than the data cap, then can someone please explain to me the purpose behind it? Those who use more arent somehow 'using up all the internet'. It doesnt affect internet speed as that is already being throttled for a price by the company.

Lets not forget internal company memos that state caps literally serve no purpose than to get more money.

We have been using internet without caps on data [although speed] for almost an entire generation. If the ISP's have not updated their infrastructure in that time to handle the increasing demands of the market, the price of that should rest on them to fix it. Not customers who.

Ticket: # 1259313 - Please Don't Allow Our Internet To Be Capped

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

City/State/Zip: Provo, Utah 84606

Company Complaining About: Comcast

Description

A great threat facing innovation for our country today is the monopolized market of internet service providers. The Internet has quickly gone from a luxury to a necessity for everyday life, and even more so for people like me who work from home.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency: Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit. This isn't just for videos of course, people who use services for work will be hit just as hard especially as the size of applications increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any online conversation regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky

enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

We need to open the free market to other ISP's and increase innovative pursuits for better internet access as the rest of the developed world is starting to leave us behind.

Ticket: # 1259317 - Comcast data caps

Date: 10/12/2016 4:31:40 PM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: Comcast

Description

Comcast has issued data caps on my account recently. This is a new limit posted to a previously unlimited account. With the go-ahead of buying a 4k TV and an updated 4k console, the content I hope to stream will require significantly more data.

I would like to use other streaming a la carte TV services also, but the price Comcast charges without bundled TV service is absurd and makes it financially unviable.

There are no other options for my address in Chicago. Rcn does not service my house despite being within a few miles of their headquarters.

No choice, no price control. Comcast charges double or quadruple the price of identical rcn services in my area.

Ticket: # 1259326 - Comcast's data cap policy is a flawed consumer control measure

Date: 10/12/2016 4:32:02 PM

City/State/Zip: Houston, Texas 77006

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1259327 - Comcast Data Caps**Date:** 10/12/2016 4:32:07 PM**City/State/Zip:** Portland, Oregon 97209**Company Complaining About:** Comcast

Description

I have a complaint against the data caps being required on all Comcast users in my area. I live in a two-person household that does not use cable television, therefore, majority of media consumed is via streaming (Netflix, Amazon Prime, HBO Go, Comcast's own streaming platform, etc.). Much of our data is also consumed for work, streaming, online gaming and online game downloads (which are typically upwards of 20GB per game and the standard way buying and obtaining games).

Comcast has "assured" me that I rarely go near 1TB a month but without proper third party validation that their metering methods are accurate nor the ability for me to meter my own data consumption properly, I greatly concerned that Comcast could charge me in the future with going above the caps without any means to prove my case, let alone a less tech-savvy fellow Comcast customer. Online media has been improving in quality, ad videos run by default on websites - using the internet today the exact same way 6 months ago could easily result in higher data consumption because of natural internet evolution. When 4K definition becomes more available from platforms like Netflix, applicable TVs or monitors will stream using that definition by default, regardless of whether you know that it will consume twice the data.

My main concern is being placed in a situation where Comcast determines I have gone above the limit and not have any where I will hit charges and not be able to dispute them. There is no guarantee nor regulation to ensure that the data metering is being accurately recorded and no way for me, as the consumer, to personally verify anything. Because this data cap was hidden in the terms and conditions of my plan and enabled later as Comcast saw fit, who can stop them from lowering the caps even further? I have only one other option for another internet provider that can offer the same basic internet package at standard speeds, CenturyLink, and they can't match the speeds I get right now as well as enforce an even lower 350GB data cap along with other shortfalls. It's basically not an option for me. These providers aren't competing for me, they're the location-based limitations of my options. Why aren't data caps enforced by Comcast in locations with Google Fiber a provider option? It seems obvious to me that these data caps are being enabled because they can get away with it and no one in my area has a better option.

Ticket: # 1259333 - Comcast Data Cap

Date: 10/12/2016 4:32:22 PM

City/State/Zip: Bellevue, Washington 98005

Company Complaining About: Comcast

Description

Internet data caps should be illegal nation-wide.

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone, anywhere in America. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Restricting the free flow of information will have far-reaching consequences for our nation's prosperity. Please consider implementing regulations to prevent any ISP from hindering education, innovation, and entertainment in the future.

Thanks for taking the time to consider this issue.

Ticket: # 1259334 - Comcast Now applies 1 TB per month cap in my state

Date: 10/12/2016 4:32:23 PM

City/State/Zip: Broomfield, Colorado 80023

Company Complaining About: Comcast

Description

To whom it may concern,

Comcast has begun enforcing 1 TB data limit caps for home internet. This is an artificial cap motivated by increasing Comcast's profits and encouraging customers to use un-metered cable video services instead of metered online video services.

Further problems with this scheme is that the data usage metering has no guarantee of accuracy. Metered goods and services should be regulated (e.g., gas pumps are certified to properly record the gas they output).

Please either ban data caps on internet or regulate internet companies like utilities.

Thank you,

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Ticket: # 1259336 - Comcast data caps

Date: 10/12/2016 4:32:29 PM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

Hello,

I am writing in to complain about recent changes to Comcast's policies, namely the data caps on internet usage. This feels like an unreasonable burden upon Comcast internet customers that is solely possible because of Comcast's monopoly on internet services, especially in the Washington area. Comcast is swindling customers into data caps that have serve no purpose but to empty wallets and discourage the use of video and game streaming services such as Netflix, Steam, Amazon Video, and other. This is putting a limitation on a free and open internet because Comcast is now able to dictate our usage. We are in a cord cutter era with consumers taking advantage of choice and freedom like never before, which scares the execs and shareholders of Comcast. Unreasonable and overly expensive data caps limit the ability to use the internet for innovation and entertainment and should be ruled unconstitutional. Thank you.

Ticket: # 1259343 - Comcast Data Caps

Date: 10/12/2016 4:33:15 PM

City/State/Zip: East Bridgewater, Massachusetts 02333

Company Complaining About: Comcast

Description

This needs to stop. Internet and data is essential and should be available to everyone without data caps. This is pure corporate greed. Lesser countries have much better internet at a fraction of a cost. How much longer are we going to let Comcast suppress innovation for their own financial gain? Step in and fix it. Fight for us.

Ticket: # 1259344 - Comcast Data caps

Date: 10/12/2016 4:33:17 PM

City/State/Zip: Minneapolis, Minnesota 55404

Company Complaining About: Comcast

Description

I am a Comcast customer and my data is being capped by our only choice of ISP, comcast. I live in a home of 6. We have graphic designers, artists, folks who live far from home and me an IT professional. We easily go over our low set data cap. The Internet to us is not only entertainment but our livelihood, our means of communication, commerce and an essential tool for being a modern citizen in the US. How can we compete or compare ourselves to other first world nations if corporations like Comcast hobble our ability to work, communicate and cooperate? Please have Comcast remove this economy stifling policy and allow American citizens the ability to use the Internet as it is intended, as an open accessible means to do all that we do.

Ticket: # 1259350 - Uncapped Internet Access

Date: 10/12/2016 4:34:22 PM

City/State/Zip: La Grange Park, Illinois 60526

Company Complaining About: Comcast

Description

The introduction of data caps to household internet is bad for consumers. As technology improves, data use will always increase, resulting in the internet companies gouging the average consumer for even more money. Many markets have no real competition, so without innovation coming from the industry itself, the FCC needs to step in to assure that they are the true representative of the consumers.

Ticket: # 1259376 - Data caps stifle innovation

Date: 10/12/2016 4:37:01 PM

City/State/Zip: Oakland, California 94610

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Ticket: # 1259364 - Comcast's new data caps

Date: 10/12/2016 4:35:38 PM

City/State/Zip: Portland, Oregon 97203

Company Complaining About: Comcast

Description

Comcast is implementing data caps to it's plans - something that was never communicated to me when I signed a one year contract. When I initially signed up, I was misled into thinking the service was unlimited. Under Comcast's new plan, my bill would essentially double if I wanted unlimited data. I already have no choice in a broadband provider in my area other than Comcast. I believe Comcast's actions are to discourage cord cutters who do not need any of Comcast's services other than internet access - it also stifles competition from the likes of Netflix or Hulu who are currently working on bringing 4K streaming to consumers - to me, this clearly looks like an attack on these streaming services since many consumers are dropping cable TV in favor of streaming services. Bringing 4K streaming to consumer will absolutely be hindered given Comcast's new data caps (as well as video game streaming). Finally, there's also been thousands of complaints from consumers in other areas where this practice has already been implemented, such as data usage being inaccurate.

Ticket: # 1259392 - Comcast data cap

Date: 10/12/2016 4:38:28 PM

City/State/Zip: Vancouver, Washington 98685

Company Complaining About: Comcast

Description

It is insane that companies like Comcast are able to hold a monopoly in certain areas. Competition is what leads to innovation and better customer service. The data cap that will effect my area is just too much. Comcast is afraid of losing money from people's discontinued cable service so this is how they make up for it. I and thousands of other find it immoral. When we spend as much as we do for a sub par product it is quite a slap in the face to then be told there will be a usage limit. I also always hear stories of Comcast over charging people, underestimating useage, ect. Comcast is hands down the worst company in America and it is painfully obvious they are not to be trusted.

Ticket: # 1259408 - Data caps don't make sense

Date: 10/12/2016 4:40:15 PM

City/State/Zip: Petaluma, California 94952

Company Complaining About: Comcast

Description

There really is no sense in data caps other than to pull yet more money from consumers.

Comcast's data caps rolled out earlier this week in more markets, even though their customers have been protesting them since they first introduced caps in "test areas."

In a world where multi hundred gigabyte DDOS attacks are becoming commonplace, 4k content is becoming the standard, computer speeds and tech is advancing incredibly, and everything is more closely connected than ever before data caps are completely inane.

They also don't make sense from a practical standpoint, there is no supply limit of data. It's all the same regardless of its source and destination to the ISP, and it doesn't cost more to them to run a capless network.

Greed is what this is about, and it should be stopped.

Ticket: # 1259410 - Comcast Data Caps**Date:** 10/12/2016 4:40:27 PM**City/State/Zip:** Redmond, Washington 98052**Company Complaining About:** Comcast

Description

Comcast is instituting data caps on all internet service. I have a huge problem with the idea that the amount of data I can use will be limited per month. This will encourage me to not do as much work with the internet as I normally would. As someone working in the digital entertainment sector, I can say that this will very directly influence my work. By limiting the amount of data users can use per month, Comcast is effectively limiting the growth of the internet.

I urge you to please investigate this. Comcast is already the only choice I have for providers in the Seattle area. If they're allowed to just do whatever they want to exploit their customers then my only choice in providers will continue to just make my life worse over time.

The decision to cap data usage is one that will create a dangerous precedent for other providers. Other providers that give service to similar numbers of users are not instituting data caps, so it's hard to imagine why Comcast is doing this other than to try and exploit more money out of their over-priced products.

Ticket: # 1259412 - Comcast Bandwidth Caps

Date: 10/12/2016 4:40:33 PM

City/State/Zip: Portland, Oregon 97210

Company Complaining About: Comcast

Description

I recently found out about Comcast's planned 1TB Data Cap it will be rolling out to customers in November and would like to submit a complaint about this practice.

Out of the average internet speeds of other countries, the US currently ranks only 16th. These type of measures don't improve our infrastructure, it establishes limits that end up hurting customers and give companies little incentive to improve.

Comcast is currently the only viable option in my area. They have worked tirelessly to ensure that's so. I would love to see more competition in this arena.

A similar data cap situation recently happened in Canada. Once the initial cap was in place, it was lowered bit by bit, until paying customers routinely went over their limit, paying more than they used to each month for the exact same product.

As someone who relies on the internet and technology and works in that world, this is frightening. It stifles innovation as many of my peers are working on products and applications that require an open internet to function. Data caps punish customers who in turn ignore new businesses that may send them over their limits.

Comcast would also argue that this cap is far above the average usage. However, as the internet matures, so does data usage. Today's cap is tomorrow's average usage. Beyond this, there is nothing to stop them from inching the caps down lower and lower until customers pay far more for the same exact product.

Instead of improving their infrastructure to keep pace with new internet innovations, these caps stifle competition by needlessly enforcing a ceiling that has no reason to be there. Please put a stop to this practice.

Ticket: # 1259437 - Data Caps

Date: 10/12/2016 4:42:27 PM

City/State/Zip: Bloomington, Illinois 61704

Company Complaining About: Comcast

Description

Comcast's recent change where they impose data caps is wrong. I currently do not have cable but instead have internet and watch Netflix, ShowTime, and Hulu. The quality of the programs turning to Ultra HD is bound to exceed the cap of 1TB in an ever increasing streaming world.

[Ticket: # 1264570 - Comcast data cap](#)

Date: 10/14/2016 11:47:38 AM

City/State/Zip: Athens, Ohio 45701

Company Complaining About: Comcast

Description

There is no reason why Comcast can have a data cap. This is not net neutrality

[Ticket: # 1259423 - Comcast data cap](#)

Date: 10/12/2016 4:41:27 PM

City/State/Zip: Portland, Oregon 97229

Company Complaining About: Comcast

Description

I have comcast for cable and Internet. Not by choice but because they are the only ones in my area that offer fast internet. They have recently employed data caps with a limit of 1 terabyte. This is an issue for me. When I signed up for Comcast last year they promised me that the data cap rumor was unfounded. This also concerns me because I have no way to measure exactly how much i use. I do not trust Comcast to keep accurate records or not charge me for data i do not use.

[Ticket: # 1259455 - Comcast putting in data caps in my area](#)

Date: 10/12/2016 4:43:27 PM

City/State/Zip: Kirkland, Washington 98034

Company Complaining About: Comcast

Description

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Ticket: # 1259427 - Data caps

Date: 10/12/2016 4:41:55 PM

City/State/Zip: Salem, New Hampshire 03079

Company Complaining About: Comcast

Description

Data caps by ISPs should be illegal, and Comcast's proposed cap is anti-consumer. There is no other option for an Internet provider in my area, otherwise I would have switched years ago. Blocking apps like HBO Go on PS4, anti-net neutrality stance, and ever increasing prices only increases resentment from consumers toward our only option for an ISP in the area.

Ticket: # 1259430 - Data caps

Date: 10/12/2016 4:42:02 PM

City/State/Zip: Modesto, California 95354

Company Complaining About: Comcast

Description

As an avid internet user, PC gamer, Netflix watcher, and embracer of technology, I would like to express my displeasure with the data caps that Comcast is now issuing in my service area (Modesto, CA). Their relative monopoly enables them to either restrict or limit internet access based on usage unless the end user pays. This will ultimately lead to many consumers being forced to change their consumption habits and puts Comcast in an unfair position to capitalize.

Ticket: # 1259431 - Comcast data caps

Date: 10/12/2016 4:42:04 PM

City/State/Zip: Plymouth, Minnesota 55441

Company Complaining About: Comcast

Description

Comcast has recently moved to begin enforcing data caps on cable subscriptions. There is no technical or infrastructure based reason to add these caps now and will limit the access of paying consumers to their connection to the internet in an ever increasingly data reliant society.

To make this situation worse. Comcast is the only available internet provider in my neighborhood (as is the case for many, many others) which means I cannot switch to a more consumer friendly provider.

I ask that that the practice of data caps on home internet connections be made illegal.

Ticket: # 1259435 - Datacaps Comcast November 1st

Date: 10/12/2016 4:42:10 PM

City/State/Zip: Springfield, Oregon 97477

Company Complaining About: Comcast

Description

with the limited data caps rolling out on November 1st by the Comcast company, I strongly am against. This major change in service isn't about network congestion or improving performance.

Comcast has a strong monopoly in major parts of the country, and make high profits every year, yet they do not spend it on improving this infrastructure or providing the country with higher speed connections that other countries do, for a fraction of the price.

My bill for internet alone from Comcast is 80.00 US dollars. Adding penalties to customers who go over their cap is unfair, especially for larger and mid size families. The internet is growing, and shows no signs of stopping. We rely on the internet in our lives, from business, to social, to entertainment. Having strict data caps can constrict individuals ability to use the internet to the best of their ability, even preventing them from using it to get a job, do business or to communicate with loved ones.

I strongly am against this move by the company. I believe it impedes on the way of life of their customers. For so many people there are no other options for high speed internet.

Ticket: # 1259439 - Internet Data Caps**Date:** 10/12/2016 4:42:40 PM**City/State/Zip:** Corvallis, Oregon 97330**Company Complaining About:** Comcast

Description

I'd like to express my concern over the increasing boldness with which Comcast and other internet providers are forcing data caps on their customers. These caps only exist to benefit these companies by stifling competition and increasing revenue. These companies contract out metering to a third party that uses internal methods of measurement, so they cannot even guarantee that they are accurately measuring their customers' data usage. If the measurements aren't transparent to the customers the ISPs shouldn't be allowed to charge customers based on data usage. The caps also stifle competition, especially among streaming services. For example, high MB/s usage services such as Netflix are disincentivized while an alternative such as a Comcast cable TV subscription would be incentivized. This has far-reaching implications for any future applications that might require high data usage. Lastly, the 1 TB cap that I will have on my internet next billing cycle is an arbitrary cap. By that I mean Comcast has no grounds to restrict my data usage because it costs them pennies per TB of data usage. Many customers would need to be using a vast excess of data for it to put any sort of strain on their infrastructure. If caps should exist at all (which they shouldn't) then they should be far higher than 1TB. In fact, it is very unlikely that I will exceed the data cap in the near future but we (the people of the USA) cannot allow an unjust precedent to be set by these monopolistic companies. I hope the FCC will take the necessary steps to regulate these companies and bring these unfair policies to an end. Thank you for taking the time to consider my opinion.

Ticket: # 1259465 - Comcast data usage

Date: 10/12/2016 4:43:58 PM

City/State/Zip: Albany, Oregon 97321

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

[Ticket: # 1259480 - uncapped internet access](#)

Date: 10/12/2016 4:45:30 PM

City/State/Zip: Sherman Oaks, California 91401

Company Complaining About: Comcast

Description

Data caps are wrong and stifle competition. The internet should be treated like a central utility.

Ticket: # 1260008 - Comcast Data Caps**Date:** 10/12/2016 5:49:00 PM**City/State/Zip:** Cambridge, Massachusetts 02139**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in most of the US. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. In fact, there is no technical reason to impose data caps and they would not improve the quality of service for anyone as Comcast claims [See: <http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>]. The only reason we get to this is the incredible lack of competition on the ISP market in most of the US that results, in parts, from strong lobbying efforts from the current monopoly holders.

Access to the Internet has become a necessity for the majority of the people, let us make sure it stays the open and vibrant place it has been so far. It is sufficient to look abroad to see that Comcast and other's policies are unreasonable and unnecessary from a business standpoint: internet access in Japan, France, Germany, the UK, Spain and many other developed countries is faster, cheaper and more open than it is in the US. It is time to take a turn and radically change the policies to allow for more competition and, if necessary, impose reasonableness to the ISPs through regulation.

Ticket: # 1259499 - Comcast 1TB Data Cap

Date: 10/12/2016 4:46:41 PM

City/State/Zip: San Jose, California 95125

Company Complaining About: Comcast

Description

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. The internet is a basic human right in the modern era, and no entity has the right to restrict it. Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

Ticket: # 1259485 - Comcast Data Caps

Date: 10/12/2016 4:45:54 PM

City/State/Zip: Portland, Oregon 97219

Company Complaining About: Comcast

Description

Comcast (the only real option for ISP provider in the Portland OR area) will be rolling out a 1TB Data Cap to all it's customers in November.

Comcast's data cap policy is a flawed consumer control measure against people who got rid of cable, and is an attempt to artificially inflate Comcast's own stock in their cable TV shows. This is a blatant manipulation of a market that's predominantly owned by Comcast. This practice is another front on the Net Neutrality fight, as data caps are just a proxy issue that allows Comcast to achieve the same thing.

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity, especially for those, like me, who work from home. I regularly move 5gb/day for work purposes alone, and this new measure would be extremely expensive for myself, and many others.

[Ticket: # 1259495 - Comcast data caps](#)

Date: 10/12/2016 4:46:27 PM

City/State/Zip: Portland, Oregon 97201

Company Complaining About: Comcast

Description

I am a Comcast internet customer and I am deeply troubled by Comcast's rolling out of a 1 TB data cap. There are a number of issues with a private company imposing a data cap, including no promise of transparency/accuracy and discouraging cord cutting. The imposition of a cap is a slippery slope to even further restrictions on internet use.

Ticket: # 1259504 - Comcast data caps are anti-consumer**Date:** 10/12/2016 4:47:14 PM**City/State/Zip:** Atlanta, Georgia 30327**Company Complaining About:** Comcast

Description

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. If they are billing by usage, internet usage should be accurate and transparent to users affected by it. However this is not the case; there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this past summer, I was charged by Comcast for exceeding my data cap, when my modem was unplugged the entire time (I was across the country for work that summer).

I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite.

Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

Ticket: # 1259527 - Comcast data caps

Date: 10/12/2016 4:49:37 PM

City/State/Zip: Tacoma, Washington 98408

Company Complaining About: Comcast

Description

Data caps are unrealistic for internet. There is no way to meter it and that information is not publicly available. Internet is a basic necessity in today's day and age and with the limited options as for internet providers it is ridiculous to implement caps on consumers.

Ticket: # 1259529 - Data Caps

Date: 10/12/2016 4:49:55 PM

City/State/Zip: Hialeah, Florida 33013

Company Complaining About: Comcast

Description

Data Caps should be unlawful, they discourage cord cutting and allow Comcast to maintain its monopoly.

Ticket: # 1259531 - Stop National Data Caps

Date: 10/12/2016 4:50:02 PM

City/State/Zip: Philadelphia, Pennsylvania 19106

Company Complaining About: Comcast

Description

I am incredibly concerned with Comcast's current rollout of data caps for monthly internet usage on home internet connections. There is absolutely no reason to cap the total bandwidth delivered to one home other than to cut costs and limit end users options for entertainment. I see this as a direct strike from Comcast to prevent people 'cutting the cord' of cable television. I am aware that PA is not immediately impacted but I'm deeply troubled by the spread of this unethical policy. I urge you to take a stand against this protectionary action and back up the people of America who have no choice but to use Comcast for their internet connections.

[Ticket: # 1259533 - Comcast's data cap policy](#)

Date: 10/12/2016 4:50:12 PM

City/State/Zip: Pueblo, Colorado 81006

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

1. There is no guarantee of accuracy or transparency
2. Discourages cord cutting and stifles competition
3. Users have little choice in what ISP they must subscribe to

[Ticket: # 1259575 - Comcast data caps](#)

Date: 10/12/2016 4:55:25 PM

City/State/Zip: Somerville, Massachusetts 02144

Company Complaining About: Comcast

Description

Don't let comcast implement data caps on their broadband service. This goes against a free and open Internet, which is the ideals under which it was created. Also it allows comcast to prioritize certain applications and reduce innovation

Ticket: # 1259549 - Comcast Data Capping in Fort Collins CO

Date: 10/12/2016 4:52:28 PM

City/State/Zip: Fort Collins, Colorado 80526

Company Complaining About: Comcast

Description

On Oct. 6th I received an email from Comcast stating that they will be implementing a 1TB cap on data usage and will price usage beyond this tier.

In our area, Comcast is a virtual monopoly for high-speed internet as well as television service. There are other options, but they are substantially slower or offer fewer channels or internet speeds or higher latency.

I believe these data caps are a violation of net neutrality because if you stream video from Comcast, it doesn't count against your 1TB cap but if you stream from Netflix or Hulu or Amazon Prime you do. They treat their own packets differently than they treat packets from other companies and this violates Net Neutrality precepts. This move also leverages their monopoly in internet data delivery to unfairly push their TV cable product - which is a violation of antitrust "tying" restrictions.

Lastly, this will likely lead to more tiers of service in the long-term. Eventually, it will probably be 500 GB and then 250GB and so on. Soon you'll be buying data bundles much like you do with a cell phone. They want to meter you like a utility without being subject to the laws that govern utility companies and using a metering method that they developed and that doesn't match other data measuring methods.

Ticket: # 1259560 - Comcast Data Caps in Oregon and Elsewhere

Date: 10/12/2016 4:54:45 PM

City/State/Zip: Portland, Oregon 97205

Company Complaining About: Comcast

Description

Beginning in November, Comcast (the only real option for ISP provider in the Portland OR area) will be rolling out a 1TB Data Cap to all it's customers.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. This is a direct attack on people dropping cable services after being fed up with persistent ads and non flexible viewing structures. Comcast, unable to adjust to the new paradigm of consumption, is adding fees to recoup their declining TV viewership as opposed to innovating and offering better services.

The internet network is built to handle max demand. Thus, capping peoples use will have no net effect on network congestion. The most often use periods will fall in the same range, evenings, after work. Peak demand will stay the same. However, this will punish people who use streaming services and consume more data as opposed to watching cable or using exempt streaming services offered by Comcast/xfinity.

I have been persistently frustrated by both the customer service and overall quality of the connection received by comcast. Due to local laws pushed by various lobbying groups, there is no competition in the area. I believe my only choice for internet is comcast. Because I cannot select where I live based on ISP, I am forced to use them for service.

The internet monopoly is real. ISPs should be regulated just like electricity and other utilities. I hope the federal government will move in this direction, or at least allow local municipalities to build out their own fiber networks.

Internet in america is a joke. It shouldnt be. It should be the best in the world.

Ticket: # 1259561 - Comcast data cap.

Date: 10/12/2016 4:54:45 PM

City/State/Zip: Peoria, Illinois 61615

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1259573 - Comcast Data Caps

Date: 10/12/2016 4:55:24 PM

City/State/Zip: Minneapolis, Minnesota 55416

Company Complaining About: Comcast

Description

Comcast is threatening to implement data caps. I find this to be as gross of a disregard for consumers as their attacks on net neutrality. I practice web development from home and rely on open source software. I also use streaming movie services and video game services in addition to my comcast television service. All of these require data and I should have equal access to them all. Comcast's data caps could threaten to limit my access by placing caps on how much data I can use from sources other than Comcast's own services.

Ticket: # 1259564 - Comcast Data Caps

Date: 10/12/2016 4:54:49 PM

City/State/Zip: San Francisco, California 94112

Company Complaining About: Comcast

Description

I live in a house with four 20-30 year olds. We don't have cable TV only internet access. We pay \$80 a month for comcast 100/10mb/s internet access. With all of use playing games, watching Netflix, downloading things, we EASILY reach 1 terabyte of internet in one month. From my understanding the cost of using more bytes of internet per month is a negligible cost to companies like Comast, it is not like water or electricity in which it actually costs them more to pump more. The only thing that can actually cost more is to upgrade their infrastructure to allow faster speeds or serve more people, which I am already paying for by paying more for faster internet. Not only that but many companies have plans or are instituting the idea that their own services will not be counted towards the data caps. Data caps are scams and we need regulation to prevent these companies from taking advantage of their customers. They have local monopolies everywhere across the United States, stopping any sort of competition that would normally prevent something like this happening. Please regulate the companies from instituting Data Caps!

Ticket: # 1259599 - Added Data Cap

Date: 10/12/2016 4:59:03 PM

City/State/Zip: Shoreline, Washington 98155

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Ticket: # 1259604 - Comcast Internet Caps

Date: 10/12/2016 4:59:23 PM

City/State/Zip: Bessemer, Alabama 35022

Company Complaining About: Comcast

Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

[Ticket: # 1259611 - comcast data caps](#)

Date: 10/12/2016 5:00:01 PM

City/State/Zip: Hillsboro, Oregon 97124

Company Complaining About: Comcast

Description

Comcast is starting data caps in my area. This is a horrible thing as i use large amounts of data a month. it will force me to try to find other internet options, but comcast is the only real option.

Ticket: # 1259662 - Comcast Data Caps**Date:** 10/12/2016 5:05:53 PM**City/State/Zip:** Pawling, New York 12563**Company Complaining About:** Comcast

Description

Comcast, as I'm sure you're aware, is in the process of rolling out data caps to it's users. Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

An example:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit. They currently offer 1TB of data and claim that's more than what 99% of users currently use. This is a CLEAR scheme to get people to accept the data caps today, so once implemented, they can affect users 5 years down the line when data use inevitably increases with the rise of 4k streaming and ever growing file sizes to download.

Please do not let this current monopoly (the ONLY available ISP in my area) ALSO control how I use the internet as well.

Ticket: # 1259664 - Comcast Data Caps

Date: 10/12/2016 5:06:18 PM

City/State/Zip: San Jose, California 95148

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Thank you for taking the time to read this.

Ticket: # 1259630 - Comcast Data Caps

Date: 10/12/2016 5:02:08 PM

City/State/Zip: San Jose, California 95148

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Thank you for taking the time to read this.

Ticket: # 1259650 - Comcast Internet DATA CAPS

Date: 10/12/2016 5:04:38 PM

City/State/Zip: Minneapolis, Minnesota 55414

Company Complaining About: Comcast

Description

How is this legal? I signed onto a contract for faster internet connection speeds. With the recently implemented data caps (which I had no voice in deciding) my faster connection speeds simply use my allotted amount of data quicker. Make data caps illegal specifically because this a business ploy not a requirement by the company.[1] They are actively deciding the future based on their own internal decision to make more money. Stop the monopoly and stop the data caps.

[1] <http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Ticket: # 1001974 - Data Caps

Date: 5/25/2016 5:44:19 PM

City/State/Zip: Gainesville, Florida 32601

Company Complaining About: AT&T

Description

As the internet becomes increasingly important, the idea that these companies can impose data caps is absolutely ridiculous.

STOP THEM.

Ticket: # 1002290 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/25/2016 8:16:01 PM

City/State/Zip: Northville, Michigan 48168

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1002076 - Internet Data Caps

Date: 5/25/2016 6:26:13 PM

City/State/Zip: Fort Worth, Texas 76185

Company Complaining About: AT&T

Description

Att gave only 1 month notice about data caps. I am college adjunct professor and work full time. I use the internet to publish videos for my students, and conduct research. I use the internet for other activities that include Netflix and Amazon movies. Data caps are now prohibiting me from being able to share information to educate people and leisure activities. This is becoming highly prohibitive in advancing our society. the US already pays more for internet compared to other western countries and now we have data caps that will prohibit more expansion of ideas and empowerment.

Ticket: # 1002263 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 5/25/2016 7:56:58 PM

City/State/Zip: Seattle, Washington 98125

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Valerie Mehring

Ticket: # 1002513 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 5/25/2016 10:33:03 PM

City/State/Zip: Los Angeles, California 90048

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1002547 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 5/25/2016 11:11:06 PM

City/State/Zip: Downingtown, Pennsylvania 19335

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1002570 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 5/25/2016 11:49:16 PM

City/State/Zip: Newton Center, Massachusetts 02459

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1002667 - Data Block

Date: 5/26/2016 6:27:53 AM

City/State/Zip: Mcdonald, Ohio 44437

Company Complaining About: Armstrong Cable

Description

I have Armstrong Cable for Internet but I do not have their tv service. I stream Sling TV and use Netflix. Since Armstrong Cable has a data block I'm unable to use the services I'm paying for because I don't want to go over the data cap. I hope eventually the FCC will make a ruling on this issue.

Ticket: # 1002624 - Data Caps on Internet Usage

Date: 5/26/2016 2:25:42 AM

City/State/Zip: San Francisco, California 94116

Company Complaining About: AT&T

Description

The current unfair, anti-consumer business practices in the broadband industry are down to government-approved regional monopolies. This needs to be put to a stop for the good of the American people.

Companies such as AT&T, Comcast, Time Warner Cable and Verizon have, over time, agreed upon monopolizing their own regions in order to maximize their profits at the expense of the consumer by providing a sub-par quality of service. Government officials are lobbied (legally bribed) to ensure that these anti-consumer regional monopolies can continue to exist.

Whereas, companies such as Google are attempting to advance the quality of service in the broadband industry within the United States by building new infrastructure and providing a low-cost, high quality service. However, the existing monopolies are doing everything they can to slow progression by; introducing and maintaining anti-consumer monopoly laws through their lobbying (bribing) efforts; intentionally running their business at a loss in areas where startup companies are attempting to enter the market in order to quash competition; and lowering their quality of service whilst still increasing prices.

AT&T have started to implement data caps and increase prices, whilst in the same timescale other countries have; built and improved their infrastructure to the point where they have no data caps; increased their speed to double that of the average American broadband connection; maintained a low-cost to their service whilst continuing to improve it.

Competition promotes growth within an industry. Without competition, companies will continue to allow the quality of service they provide to degrade whilst raising prices to maximize their profits. It is the responsibility of this commission to ensure that the American people are given a fair deal and that shady, anti-consumer business practices be ceased.

An oversight committee must be established, with the sole objective of improving the quality of American broadband services. The first step towards that will be abolishing monopolies, introducing competition-friendly laws and fostering a competitive culture within the industry.

Ticket: # 1002637 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 5/26/2016 3:38:01 AM

City/State/Zip: Waipahu, Hawaii 96797

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1002642 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/26/2016 4:06:13 AM

City/State/Zip: Orange, California 92867

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1002662 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/26/2016 5:56:42 AM

City/State/Zip: Beaverton, Oregon 97078

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1002682 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 5/26/2016 7:43:54 AM

City/State/Zip: Weston, Florida 33326

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

[Ticket: # 1002713 - AT&T data cap](#)

Date: 5/26/2016 8:39:05 AM

City/State/Zip: Indianapolis, Indiana 46226

Company Complaining About: AT&T

Description

My internet provider, AT&T, as you are perhaps well aware, imposed data caps to all broadband users. My complaint is that this is unfair, and must be stopped. These ISPs have close to a monopolistic structure in place, and as consumers we have little choice. So companies such as AT&T, Verizon, and Comcast can make these business decisions with little impact to their bottom line. As consumers we are left with only one other alternative, and can't freely move to better options in this marketplace. These companies must be broken up.

Ticket: # 1003011 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/26/2016 11:18:38 AM

City/State/Zip: Atlanta, Georgia 30312

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1002938 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/26/2016 10:54:50 AM

City/State/Zip: Saint Petersburg, Florida 33701

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1002962 - AT&T unethical Data Caps and monopolistic bundles.

Date: 5/26/2016 11:03:44 AM

City/State/Zip: Raleigh, North Carolina 27606

Company Complaining About: AT&T

Description

AT&T is now charging 30\$ a month to avoid data caps. In order to get around this you must buy cable with them. This seems like a Monopolistic tactic. Buy our other service or else you cannot get the service you actually want. If you do not have a TV, what are you going to do with Cable? Some places may have AT&T as their only internet service and are now getting charged double because of this change! 60\$ for 6MBps!

Ticket: # 1003061 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 5/26/2016 11:32:35 AM

City/State/Zip: Buffalo Grove, Illinois 60089

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1003306 - Comcast Data Caps

Date: 5/26/2016 12:40:45 PM

City/State/Zip: Norcross, Georgia 30092

Company Complaining About: Comcast

Description

Comcast has imposed data caps on some of its internet customers. These are so called 'trial markets'. But no one in those markets have been asked to join these 'trials'. Comcast denies they are caps and instead calls them 'usage limits'. Which is just legal rhetoric to get around the rules imposed by the FCC. I for one am angered by their flagrant flaunting of the laws. As well, every member of the FCC should be too. As they are mocking you directly by skirting the rules you make. Comcasts is only in business because they hold monopolies in several US cities. In my own neighborhood, they are the only provider. So I either go with them, or I don't have access to the internet. Please close the loopholes and force them to create a more balanced data pricing structure.

Ticket: # 1003580 - XXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/26/2016 2:04:55 PM

City/State/Zip: Mountain View, Missouri 65548

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1003423 - Comcast Data Caps

Date: 5/26/2016 1:17:13 PM

City/State/Zip: Houston, Texas 77007

Company Complaining About: Comcast

Description

Comcast is introducing data caps market by market in an effort to squelch the growth of internet media services such as Netflix and other bandwidth intensive services. Instead of improving their peering exchanges with the ludicrous fees they charge, they intend to constrain demand instead of improving supply.

Their end goal is to funnel customers back toward their legacy services instead of adapting to the current reality of the market.

I call on the FCC to declare internet providers as utilities no different than electricity or phone carriers. If Comcast were serious about paying a fair share for usage, they would move toward a metered approach on a true cost/GB basis.

The telecoms have taken billions in tax incentives to build out infrastructure and somehow the United States lags far behind other industrialized (and non) nations in providing fast, robust connections to the internet.

The days of legalized monopoly need to come to an end. These providers seem to think the internet is there's, but this is anathema to the very concept of the internet.

Ticket: # 1003481 - Data Cap

Date: 5/26/2016 1:32:29 PM

City/State/Zip: Fox River Grove, Illinois 60021

Company Complaining About: AT&T

Description

In March, I received a letter from AT&T stating that they were going to impose a 600 gb data cap on my DSL service. They did so under the notion that they were "raising the data cap" which has not been previously imposed. They offered to provide me with the same "unlimited data" plan that I currently have for an additional \$35; or if I were to subscribe to their television U-verse package, I could also receive unlimited data. I am not interested in subscribing to a television package and will not pay extra money for the same service I have been receiving for over 5 years.

Ticket: # 1036599 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:39:36 PM

City/State/Zip: Salt Lake City, Utah 84115

Company Complaining About: Comcast

Description

Last year the FCC made the right choice by protecting the open Internet band passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules. Blatantly. The FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors, like many of the other decisions that continue to affect our daily lives. The FCC should have an open, public process to decide where and how to enforce these rules. And to make sure companies like Comcast realize that you were serious when you said you would enforce Net Neutrality.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices, and making it very clear that they don't care about their customer's wants and needs.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. And they need to be stopped before Comcast has another opportunity to try and backtrack on Net Neutrality. It's the FCC's job to protect consumers

from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Thank you.

(b) (6)

Ticket: # 1003521 - Data Cap and Price Fixing**Date:** 5/26/2016 1:43:16 PM**City/State/Zip:** Dacula, Georgia 30019**Company Complaining About:** Comcast

Description

Comcast continues to enforce their data cap and violate net neutrality laws. As I stated in my previous complaint, they are not only currently enforcing a territory agreement with their competitors, but they are now increasing the costs of the unlimited data option to \$50. This is making it so that customers, like myself, have to opt out of this feature and potentially incur additional service fees. I believe this is extortion of the highest class and is a violation of net neutrality laws, along several other laws and fair business practices. By forcing residents of specific areas to pay unreasonable rates without access to fair market competition they are also violating several other federal laws.

In order to use the internet without limits my bill is going to have to go from \$69(which was already higher than most competitor's services) to \$125. I cant afford \$125 on these services. This is Just for internet and home security; which had to be bundled in order to get the lower cost internet even though they are not related services. I believe the law is called "Tying". These where not issue that were addressed by Comcast in their letter.

Ticket: # 1048357 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/21/2016 6:36:45 PM

City/State/Zip: Roxbury Crossing, Massachusetts 02120

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1004987 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/27/2016 5:53:19 AM

City/State/Zip: Glen Allen, Virginia 23059

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1004070 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/26/2016 4:27:10 PM

City/State/Zip: Gastonia, North Carolina 28056

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1004653 - Horrible service

Date: 5/26/2016 8:20:51 PM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

My internet constantly goes down I can't remember the last time they upgraded their equipment. Whenever I talk to them with chat they can never give me an answer they just tell me they will reboot my modem obviously that wont solve anything except cutting me off and I get nothing but bad service even when I call. When I started with Cox Communications it was okay every year it gets worse. The sad thing is every other area is getting gigablast and I am stuck with data caps and slow speeds (only in Cleveland area). Is that okay? Time Warner which is now Charter even is upgrading their infrastructure. That says alot when I am stuck with a ISP that wants to impose data caps. Seriously stop! I am the one who has to suffer.

Ticket: # 1007732 - XXXXX XXXX's complaint re: ISP Zero Rating**Date:** 5/29/2016 12:53:45 PM**City/State/Zip:** Naperville, Illinois 60540**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

Not to mention, these kinds of conditional caps violate my privacy--in order to correctly enforce them, my ISP *must* see what kind of data I am downloading. This means that anonymizers such as TOR will be naturally penalized, due to the overheads involved in encryption and handshaking.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1004793 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 5/26/2016 10:05:16 PM

City/State/Zip: San Diego, California 92101

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1004807 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/26/2016 10:19:35 PM

City/State/Zip: Eugene, Oregon 97402

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1004834 - AT&T data caps

Date: 5/26/2016 10:58:40 PM

City/State/Zip: Osceola, Indiana 46561

Company Complaining About: AT&T

Description

I am extremely disappointed with AT&T's decision to implement data caps, and find the practice completely immoral and inappropriate. As a technically minded person, I can't come up with any truly valid reason for data caps, other than as an attempt to pull more money from customers and avoid putting money into network upgrades.

As it stands, my service has been less than satisfactory, with regular latency issues showing up at least every couple of days, if not multiple times in a day. They are increasingly reluctant to send out techs to fix anything, even though every time a tech has come out, they've found some form of issue. Instead of extending their network an extra quarter of a mile to get their U-Verse TV service, they've instead decided to spam us with sales for DirecTV. Given all of this, I'm already frustrated with the service. Adding data caps to today's internet is just ridiculous. My household has already neared 200GB out of a 300GB cap, and still have 13 days left in our billing cycle. We may have to reduce our video streaming just because of an arbitrary number AT&T has decided is a threshold to make more money.

I have a choice between basically two terrible services in my neighborhood: AT&T U-Verse DSL, or Comcast. Most people would choose Comcast and not consider AT&T viable at the speeds they're offering. I've had too many bad experiences with Comcast's customer service to consider THAT company a viable option. I'm basically left with no option that actually meets my family's needs, unless I'm willing to pay a stupid fee to cover this arbitrary data cap.

From a technical perspective, data caps make no sense. If they have issues with saturated networks at certain times of day, a data cap isn't going to fix that. I still don't consider the following a good option, but if they truly were looking to cover some sort of cost, they should be rating data use at different times of day differently. If I use 1GB or 100GB of data in a month makes no difference to their network equipment. What does matter is if stream a 4k HD movie from Netflix during primetime. If everyone in the neighborhood does that, it'll saturate the pipe and degrade everyone's experience. If they want to discourage this instead of upgrading their equipment, time-based data rating would be more appropriate. Electric companies already do this sort of thing with peak energy use. If they do this, they also need to offer cheaper rates for users who use the network in off-peak hours.

Ticket: # 1004938 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/27/2016 1:30:20 AM

City/State/Zip: San Mateo, California 94402

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

[Ticket: # 1004937 - Data caps when I had enrolled in unlimited internet](#)

Date: 5/27/2016 1:29:59 AM

City/State/Zip: Pasadena, California 91107

Company Complaining About: AT&T

Description

I signed up with AT&T with an unlimited U-VERSE data plan, recently they rolled out these new data caps. When checking my account there is also no past data usage to compare how badly this cap will effect me.

Ticket: # 1004957 - AT&T "No Cable Fee"

Date: 5/27/2016 1:39:32 AM

City/State/Zip: Pasadena, California 91107

Company Complaining About: AT&T

Description

We are being charged an extra \$30 to our bill to remain in an "unlimited plan" or will include "unlimited plan" with bundle of cable package. If we do not purchase the "unlimited plan" (which we had already) we will be charged incremental amounts for gigabytes over our limits. AT&T has never told us of our previous usage and have no way to plan for overages. Has told us it would throttle downloading after a certain data cap has been reached even under the "unlimited data" plan. This use of the word "unlimited" does not correctly describe their service.

Ticket: # 1004979 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/27/2016 3:33:40 AM

City/State/Zip: Porter, Texas 77365

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1005589 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/27/2016 12:58:23 PM

City/State/Zip: Austell, Georgia 30106

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1005576 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 5/27/2016 12:54:51 PM

City/State/Zip: New York, New York 10025

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1006307 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/27/2016 5:09:48 PM

City/State/Zip: North Reading, Massachusetts 01864

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1006464 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 5/27/2016 6:24:17 PM

City/State/Zip: Orlando, Florida 32817

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1006448 - XXXXXXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/27/2016 6:16:59 PM

City/State/Zip: Chicago, Illinois 60626

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1007124 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 1:15:40 PM

City/State/Zip: Jackson, Michigan 49201

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1006500 - Cable one

Date: 5/27/2016 6:47:43 PM

City/State/Zip: Odessa, Texas 79764

Company Complaining About: Cable One

Description

Their data caps are ridiculous. They offer supposed high speeds but with the data caps in place it eats up all of your data. not to mention if you go over your data they either force you to upgrade or will cancel your internet.

Ticket: # 1006647 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/27/2016 8:01:29 PM

City/State/Zip: Center Barnstead, New Hampshire 03225

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1006760 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/27/2016 9:46:56 PM

City/State/Zip: Rockmart, Georgia 30153

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1006868 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 3:08:51 AM

City/State/Zip: Huntington Beach, California 92647

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007228 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 2:56:13 PM

City/State/Zip: Covington, Louisiana 70433

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007512 - XXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 10:17:48 PM

City/State/Zip: Napa, California 94558

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007140 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 1:26:17 PM

City/State/Zip: Seattle, Washington 98105

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007114 - XXX XXXXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 1:07:36 PM

City/State/Zip: Glenwood Springs, Colorado 81602

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007144 - MARGARET

's complaint re: ISP Zero

Rating

Date: 5/28/2016 1:28:04 PM

City/State/Zip: Bellingham, Washington 98226

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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Ticket: # 1007146 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 1:29:01 PM

City/State/Zip: Silver Spring, Maryland 20903

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007147 - XXXXXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 5/28/2016 1:29:38 PM

City/State/Zip: Nashville, Tennessee 37214

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007173 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 1:59:22 PM

City/State/Zip: Beverly Hills, California 90211

Company Complaining About: Verizon

Description

I support Net Neutrality, and was thankful that the FCC ruled in favor of an open internet last year. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007227 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 2:55:10 PM

City/State/Zip: Covington, Louisiana 70433

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007394 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 6:49:54 PM

City/State/Zip: Bedford, Ohio 44146

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Anthony Franklin

Ticket: # 1007382 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 6:42:00 PM

City/State/Zip: Bloomfield Hills, Michigan 48304

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007384 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 6:42:38 PM

City/State/Zip: Bloomfield Hills, Michigan 48304

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007405 - 300GB Data Caps

Date: 5/28/2016 7:02:48 PM

City/State/Zip: Clinton, Tennessee 37716

Company Complaining About: AT&T

Description

I live in an area in which the only internet service provider available is AT&T. Recently AT&T implemented 300GB data caps for all UVerse customers. This is simply another method to throttle usage of video streaming sites and services that compete with integrated DirecTV bundles. AT&T even acknowledge this by removing the data cap if you buy a DirecTV bundle. Is this not extortion? This forces customers to either pay for DirecTV, pay for unlimited data (\$30 extra per month), or become very limited in how a customer can use the internet. Whichever choice the customer makes, AT&T profits and forces limits on a service that is necessary for modern social interaction.

Ticket: # 1007431 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 7:34:16 PM

City/State/Zip: Minneapolis, Minnesota 55423

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007446 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 7:58:46 PM

City/State/Zip: Iowa City, Iowa 52240

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007494 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 9:52:12 PM

City/State/Zip: Reno, Nevada 89523

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1028259 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 3:42:16 PM

City/State/Zip: Liverpool, New York 13088

Company Complaining About: Verizon

Description

While I'm sure you're getting tons of this prewritten stuff and ignoring it this shit's retarded, odds are no one will actually read this nor give even the slightest shit about what happens and only when this stuff goes into full swing will anyone realize how fucked this entire situation is.

Putting in any kind of limiter for some extra cash when all these service providers provide sub-par internet compared to any other first world country, and have only 1-3 other providers gives them the ability to do this shit in the first place. Stop letting already shitty companies do shitty things for slightly more money when they don't bother to improve their services both internet and attempting to fix internet/cable. Letting all this shit happen behind closed doors is what makes people say fuck it to any type of complain system in the first place since it'll probably just happen anyways.

God damn this shit is fucking stupid and I'm stuck writing some shitty preamble to explain why paying more for less is stupid for everyone involved except the one group getting paid. All this is going to do is make the internet harder on everyone, since every website will have to pay a fucking fee for each ISP just to be on their 'not shit' list while also turning around and making the end user have to pay to access the thing the website would be paying for. And if any website decides to just not bother to pay well good luck connecting to it, we all know it's not going to be a tiny slow down, it'll be so slow until you can't use it since that's the entire god damned point.

Any website that talks shit about an ISP can be slowed down to the point where no one can see it unless it's being cross hosted which even then it can probably be slowed down, they already act like a bunch of cartel people when explaining where ISP's are at and where they aren't, I bet there totally won't be a leaked "Black list of sites that need to be slowed down while we completely fuck and make people hate us until the point where they decide to start physically damaging property of that ISP"

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers'

data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1007534 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/28/2016 11:01:05 PM

City/State/Zip: Marblehead, Massachusetts 01945

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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norris branscombe

Ticket: # 1007538 - AT&T Data Cap policy is anti-competitive and I have no other reasonable options

Date: 5/28/2016 11:10:11 PM

City/State/Zip: West Union, South Carolina 29696

Company Complaining About: AT&T

Description

AT&T has changed their billing structure instituting data caps on wired highspeed/broadband service. This will effect my family adversely as we use streaming video services to augment the Over-the-Air television we receive. I have three major issues.

1. The structure of the deal is designed to incetivize you to continue paying for a subscription television service. As a courtesy they will wave overage charges if you are subscriber to Uverse television. This has the net effect of creating a hidden cost on competative streaming services. Microsoft was embroiled into antitrust charges for Internet Explorer being bundled with Windows, and Google has been penalized in the EU market place for elevating their search results above competitors. This policy has the clear effect to create an artificial scarcity to raise the cost or diminish the value of competaitive video offerings. Granted these are allegations but the actions are not less brazen and should be legally reviewed.
2. The next problem is one that effects not just the wiredline service but the wireless service. If data is to be bill on a usage based model. Then there needs to be clear transparency and standards/regulatory oversight on the meters that measure and charge for data. This is an established pratice in the delivery of electricity. The meter is on sight, physical and can be audited by customer and service provider. It is a neutral device. However the meter for data usage is a webpage (remote) and has no methods for test/verification of accuracy. Thus it has no way to be audited by the customer. At the end of the billing cycle we have to trust that AT&T has correctly measured and billed for data. This needs particular scrutiney in AT&T case as they deliver an IP television/phone service. Does the data from a POTS phone call count? I suppose the reason customers are given unlimited data for uverse subscribers is because they cannot distinguish traffic from their own television network or "regular internet" traffic. Furthermore, does this not prove the point in complaint 1? If their subscription television and POTS products are delievered via an IP network just like all the other streaming services, then does exeption on bandwith caps for their serivce not show that they are unfavorably favoring their IP product versus a competitors? AT&T will try to explain that their network is different because it is managed service, but when Netflix and others try to pay to cache content to reduce network interconnect congestion this was not enough to prevent this policy. Even though a point of curiosity the complaint remains. If i am to be charged for usage based billing, then as a customer I should have a physical meter that has passed 3rd party regulatory / standards certifications like the watt hour electricity meter has. The physical meter also allows the customer to audit in a cost efficient manner the accuracy of the measurement. To further this point, how much is a GigaByte? the technical definition is 2^{30} bytes. But hard drive manufactuers define it as a base 10 value of 1,000,000,000 bytes. When I am consuming data or the product how am i to accurately judge my usage. Because the data meter is remote and the measurement is not real time I will have no way of knowing when I exceed my usage limit. Resolution of these measurements are a problem

as well. They typically measure in .1 Gigabyte resolution. However If I am trying to fully use my service their could still be valuable data going unused.

3. The practice not only causes a chilling effect on video services, but other internet products as well. For instance software is delivered without physical media now. Many consumers are unaware of the data silently without their control being transferred to maintain the security of their computers. In a multi-device household these data caps could be exceeded by the margining of one of these such updates. Thus consumers will be tempted to turn off security updates because they are now paying for them. This is a security hazard. Also this could chill the purchases of digital content such as games, movies, music and ect...

AT&T will rebutt that 600GB is over and beyond the average household consumption. However their "generosity" is not relevant as they can change the rules at will and that does not address the technical complaints above. Furthermore they will claim that data caps have been in effect for a long time and they will cite their previous 150/250 GB cap limits. However they were not universally enforced across their entire service area. Additionally, because they were not enforced, they had the effect of not existing. Also, because they were not enforced there was no credible way to complain because the lack of enforcement created no adverse effect. Now that caps are being enforced the complaints above are valid and the argument that there were data caps previously are moot.

As a personal note, I have no interest in a subscription television product because the customer service in the industry is entrapping and hostile. Although I have never done drugs in my life, I can't imagine the relationship would be much different between me and a traditional subscription video provider than a drug user and his dealer. As such I will never ever do business with such of these institutions and purchase any of these products.

While I technically have another option available to me it involves paying the county \$7000 dollars to run a fiber line and connecting me to the municipally managed internet service. The expense is so high for connection that the end result is that its "not an option".

Thank you for listening, I hope the complaints are constructive and useful in any investigation you have ongoing.

(b) (6)

Ticket: # 1007687 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/29/2016 11:07:13 AM

City/State/Zip: Tustin, California 92782

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007935 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/29/2016 8:38:21 PM

City/State/Zip: San Francisco, California 94121

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1007735 - Unfair Playing Field**Date:** 5/29/2016 12:57:34 PM**City/State/Zip:** Crown Point, Indiana 46307**Company Complaining About:** Comcast

Description

Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 1007738 - Unfair Playing Field**Date:** 5/29/2016 12:59:01 PM**City/State/Zip:** Crown Point, Indiana 46307**Company Complaining About:** Comcast

Description

Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 1007755 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/29/2016 1:28:04 PM

City/State/Zip: Grayson, Georgia 30017

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1007778 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/29/2016 2:35:31 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1007848 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/29/2016 5:18:51 PM

City/State/Zip: Mexico, Missouri 65265

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1007851 - XXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/29/2016 5:29:36 PM

City/State/Zip: Iowa City, Iowa 52246

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1008070 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/30/2016 7:10:04 AM

City/State/Zip: Commerce City, Colorado 80022

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1008054 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 5/30/2016 3:49:22 AM

City/State/Zip: Phoenixville, Pennsylvania 19460

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1008197 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/30/2016 11:37:59 AM

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1008071 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 5/30/2016 7:11:22 AM

City/State/Zip: Commerce City, Colorado 80022

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1008129 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 5/30/2016 10:11:00 AM

City/State/Zip: Savannah, Georgia 31401

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1008377 - Steve Harvey 's complaint re: ISP Zero Rating

Date: 5/30/2016 2:30:22 PM

City/State/Zip: Lancaster, California 93534

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1008268 - XXXXX XXX's complaint re: ISP Zero Rating

Date: 5/30/2016 12:51:13 PM

City/State/Zip: Lone Grove, Oklahoma 73443

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1008447 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/30/2016 3:49:58 PM

City/State/Zip: San Mateo, California 94402

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1008610 - XXXXXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 5/30/2016 6:54:18 PM

City/State/Zip: Killeen, Texas 76542

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1008611 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/30/2016 6:54:59 PM

City/State/Zip: Downey, California 90241

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1008739 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 5/30/2016 9:44:37 PM

City/State/Zip: Atlanta, Georgia 30328

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1008879 - Data Caps

Date: 5/31/2016 12:34:40 AM

City/State/Zip: Norman, Oklahoma 73071

Company Complaining About: AT&T

Description

I'm sure the FCC is aware of the data caps AT&T is planning to inflict on its customers within the next two months. In what amounts to an extortion racket, customers with "internet-only" will have to pay ten dollars for each 50 gigs over the cap. Magically, however, u-verse TV customers are entitled to unlimited data usage (or for a "mere" extra \$30.00/mo the caps are removed for the rest of us.)

The caps are nothing more than an underhanded way to circumvent FCC net neutrality rules by creating a premium fast lane for AT&T's TV customers, while charging extra for bandwidth their customers use from non-AT&T affiliated movie/TV content providers such as Netflix, Hulu, Vudu, etc.

I would switch over to Cox cable, but they have been conducting a "trial" usage cap in Cleveland since last autumn similar to the AT&T scam. Until that trial results in an abandonment of the caps, I am leery of changing over to Cox.

There are other serious problems with data caps, but I'm sure you are aware of the cogent arguments from organizations such as the Electronic Frontier Foundation. I simply want to add my voice to the many others who are aware of and protest the egregious looting being perpetrated by AT&T on its customers -- all of whom are already over-paying for the ISP services.

Thank you for your time and attention.

Ticket: # 1008956 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 5/31/2016 6:16:00 AM

City/State/Zip: Glendale, California 91201

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1008948 - XXXXXX XXX's complaint re: ISP Zero Rating

Date: 5/31/2016 5:20:30 AM

City/State/Zip: Bluefield, West Virginia 24701

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1009477 - XXX XXXXXXX's complaint re: ISP Zero Rating

Date: 5/31/2016 12:02:29 PM

City/State/Zip: Boston, Massachusetts 02108

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1009564 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/31/2016 12:27:36 PM

City/State/Zip: Las Vegas, Nevada 89129

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024460 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:05:43 PM

City/State/Zip: Wesley Chapel, Florida 33544

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Also Note: Please tell verizon and all these money grubbing low life companies to fuck off.

(b) (6)

Ticket: # 1010345 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 5/31/2016 4:12:11 PM

City/State/Zip: Harrisburg, Pennsylvania 17110

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1010836 - Comcast Data Caps

Date: 5/31/2016 6:30:48 PM

City/State/Zip: Madison, Mississippi 39110

Company Complaining About: Comcast

Description

I've recently received an email notice from Comcast that they are bringing data caps to my town: Madison, Mississippi.

Customers are charged for bandwidth, because bandwidth is finite. But we're also being charged for data, even though data is infinite. There is no scarcity for data, and there is no technical justification for charging for the amount of data a customer uses. This seems like a shady billing practice to me. Secondly, this data cap system seems to be a ploy encourage customers to switch from video steaming services to cable. Video streaming services are the Cable industry's biggest competition, and this data cap seems like it is targeting these streaming services such as Netflix and Hulu, thus making it a violation of Net Neutrality.

I'd say that this complaint falls under the category of both Net Neutrality and Billing. However, I couldn't choose both, so I chose Net Neutrality.

Please, knock some sense into Comcast.

Ticket: # 1011152 - AT&T Datacaps

Date: 5/31/2016 9:24:59 PM

City/State/Zip: San Antonio, Texas 78253

Company Complaining About: AT&T

Description

AT&T told me that they were increasing my "existing" data caps. I never received notification that I even had data caps, so when I called AT&T, I asked for my usage. Surely if I had existing data caps, they would have been tracking my data usage? AT&T couldn't retrieve my data, they told me they did not have capabilities to track my data. They gave me a run around like "if you never received notification of data usage you should be ok." That is ridiculous, if you're tracking data then tell me how much I've been using, seems simple enough? However it was clear that AT&T wasn't tracking because the Datacaps never existed. They were made up and that should constitute a change of my contract without my consent, therefore I should be able to void the contract or they be enforced to return to my original contract without the data caps.

Ticket: # 1011167 - Unfair Data Caps**Date:** 5/31/2016 9:33:33 PM**City/State/Zip:** Rocklin, California 95765**Company Complaining About:** Wave Broadband

Description

My ISP, Wave Broadband, has been charging us an extra \$60 a month due to us going over a supposed data cap. However, we all know that internet is not a finite resource, and there is no reason to cap our data in such an unfair way. We already pay for the service, so they should provide it. Directly limiting our service is unfair and should be illegal. They should not be allowed in any way to limit a service that we pay for, especially if it is of no extra cost to them.

Ticket: # 1011399 - ATT Data cap on Uverse internet

Date: 6/1/2016 7:14:30 AM

City/State/Zip: Danville, Indiana 46122

Company Complaining About: AT&T

Description

ATT has never once delivered the 18Mbps for which I have been paying. Now they are implementing a monthly data-cap. I work for a power company and am required to remote in through a highly encrypted (bandwidth sucking) VPN which means I will theoretically hit their limit and get cut off while literally trying to keep the lights on. I was originally assured (2.5 years ago) that there would be no throttling, no deep packet inspection of my encrypted traffic, and no data caps on my "Max Plus" package.

Ticket: # 1012003 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/1/2016 12:45:52 PM

City/State/Zip: Rutland, Massachusetts 01543

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1012736 - Cox Communications Internet Usage Data Cap

Date: 6/1/2016 5:01:04 PM

City/State/Zip: Lakewood, Ohio 44107

Company Complaining About: Cox

Description

Dear Sir or Madam,

I have internet only service from Cox Communications in the Cleveland, OH area. Cox has instituted a 250GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Cox over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 250GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Cox's data cap. We have two members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Cox as a preferred programming provider as opposed to the fair playing field intended by the FCC.

AT&T also offers internet service in our area, but also institutes a similar data cap. As a person who works from home, and is not reimbursed by my employer for internet expenses. this causes me to constantly monitor my usage for both personal and company use.

Constant stress over internet usage, for which I have no other choice, is simply not fair for consumers.

Ticket: # 1013497 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/2/2016 2:54:54 AM

City/State/Zip: Weiser, Idaho 83672

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1013506 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/2/2016 3:28:06 AM

City/State/Zip: San Francisco, California 94122

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1013121 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/1/2016 7:55:00 PM

City/State/Zip: Sun City West, Arizona 85375

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1013126 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/1/2016 8:03:11 PM

City/State/Zip: Humble, Texas 77346

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1013181 - XX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/1/2016 8:37:15 PM

City/State/Zip: Roselle, Illinois 60172

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1013183 - XX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/1/2016 8:37:58 PM

City/State/Zip: Roselle, Illinois 60172

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1013270 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/1/2016 9:43:36 PM

City/State/Zip: Anacortes, Washington 98221

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

Ticket: # 1013324 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/1/2016 10:28:48 PM

City/State/Zip: Anacortes, Washington 98221

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1013347 - AT&T data caps/monopolistic practices

Date: 6/1/2016 10:37:04 PM

City/State/Zip: Midlothian, Texas 76065

Company Complaining About: AT&T

Description

AT&The Uverse has added data caps to my uverse Internet in zip 76065. AT&The has a monopoly on high speed Internet here. The data caps are waived if I pay for AT&T TV, but not if I only use thier competitors for streaming. The data caps are resulting in increased charges if I go over anight amount of data. The data tracking that AT&The is using is completely unverifiable.

Ticket: # 1013494 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/2/2016 2:29:22 AM

City/State/Zip: Petaluma, California 94953

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1014504 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: Chicago, Illinois 60639

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet. This is flat out unacceptable.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1014668 - Data Cap Extortion Needs to Stop

Date: 6/2/2016 3:18:13 PM

City/State/Zip: Camano Island, Washington 98282

Company Complaining About: Wave Broadband

Description

Data Caps are simply a method of extortion by the ISPs and should not legally be allowed. I have lived in several countries in both Europe and Asia and no other country I have been to has data caps on their internet. Not only are our speeds pathetic but allowing these companies to charge overage in data usage is truly criminal. Even in Vietnam their internet options (speed and usage) are better and without restrictions. Your inability to properly regulate these providers and set standards is appalling and may be one of the very reasons the US falls behind much of the world. I work directly in IT and there is no technical reason for data or usage caps other than for companies to extort money from customers. At the very least providers must offer a no limit option at a reasonable price.

Ticket: # 1015792 - Data Caps Are Unlawful

Date: 6/3/2016 6:00:44 AM

City/State/Zip: Ashland, Ohio 44805

Company Complaining About: Armstrong

Description

Armstrong internet uses data caps on their internet, and is the only provider in this area with acceptable speeds. I find these data caps unlawful and unacceptable.

Ticket: # 1015675 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/3/2016 12:18:10 AM

City/State/Zip: Tallahassee, Florida 32303

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1015444 - Comcast internet usage caps

Date: 6/2/2016 8:45:12 PM

City/State/Zip: Little Rock, Arkansas 72207

Company Complaining About: Comcast

Description

While I am glad Comcast has raised the monthly internet usage limit to 1TB, I'm still not satisfied. If I go over 1TB, I have to pay \$10 for each 50GB I go over with a maximum of \$200. My other option is to pay \$50 for unlimited. What happens if I pay for unlimited but do not go over 1TB.... can I get that \$50 back? What happens if I go over 1TB... can I add the unlimited option to avoid paying \$10/50GB increments? Why is my market part of this trial? Why are all Comcast customers not subject to this?

Long story short, I feel that these data caps are nothing but a money grab from Comcast. We need the FCC to step in and help consumers.

Ticket: # 1015629 - Data Caps and Price Lock Contracts**Date:** 6/2/2016 10:54:15 PM**City/State/Zip:** Mesa, Arizona 85210**Company Complaining About:** Cox

Description

Data Caps are forcing me to pay more for features I do not need.

Cox Communications has several different packages, all of which have data caps on them. This has forced me into a contract with them to get a better price on my services, including the addition of a phone which I do not use. I have told them this, but they insist on their "Price-lock Guarantee" which means they won't change the price of your services during the time of your contract. Meaning that if I don't sign a contract, they could potentially hike up my internet price as high as they want next month.

My current internet (Internet Premier 100 Mbps / 10 Mbps) costs me \$80 monthly + \$20 for local cable (All of channels which I can get with a basic antenna) and an emergency phone line with a data cap of 700GB per month. I would love to downgrade the internet as I do not require the speed I'm paying for, but it cuts the data cap in half! I would also like to cut out the services I don't use from them, but due to their "Price Lock Guarantee" I would have to pay an early termination fee and the costs of my services would go up unless I signed onto another agreement.

Not only that, but 30 miles away from me, they're offering 1GB Speeds for \$70/mo, but do not offer them in my area! 10 dollars cheaper for 10x the speed and nearly 3x the data cap. This is because they're competing with Google Fiber, but continue to drain money out of consumers where it's not available. I called and asked when it would be available in my area and they said they have no plans in the next 12 months to bring anything like that to my area, because no other Fiber/Cable provider is in my area, so they have no competition here...

Ticket: # 1015715 - I am stuck in a 3 year Business Internet contract I can't afford

Date: 6/3/2016 1:20:57 AM

City/State/Zip: Amarillo, Texas 79106

Company Complaining About: Sudden Link

Description

I am stuck in a 3 year Business Internet contract I can't afford because Suddenlink doesn't offer unlimited data with a consumer Internet line.

Data caps are awful and I shouldn't have to pay \$135 for business Internet just so I can watch Netflix when I want to! But I had to upgrade to business because it was even harder to afford \$230+ on months that I decided to download one to many video games.

Attached is the horrible contract I had to sign in order to get usable Internet that Suddenlink forced me to get due to not having a normal residential plan including unlimited datacap at an affordable price.

I can't afford to pay for Business as an individual like this for 2.5 more years.

Ticket: # 1015768 - Data caps are unreasonable and unlawful

Date: 6/3/2016 3:50:04 AM

City/State/Zip: Sisters, Oregon 97759

Company Complaining About: Bend Broadband

Description

I'm receiving such a low upload speed that my upstream is often saturated by the littlest of things, causing an outage because requests can't go out.

Also the reason for this complaint is the lack of a plan without a data cap. I live in a 4 person household with lots of streaming and downloading and we often go over the cap. I have asked for a solution but there is not one, and they are the only ISP that offers wired cable service. Could you please forward the complaint to them? I'm hoping they will make an exception and allow me to purchase a uncapped plan.

Ticket: # 1015816 - Data caps unless bundled with TV

Date: 6/3/2016 7:03:18 AM

City/State/Zip: Redmond, Oregon 97756

Company Complaining About: Bend Broadband / Tds Telecom

Description

Hello,

I am writing to you in reference to Bend Broadband / TDS Telecom's recent exploitation of cord-cutters in Central Oregon. While they are making great strides in providing faster and more reliable service, their recent policy shift away from unfair, unlawful and unnecessary data caps ONLY IF bundled with "qualifying TV service" (about \$50/month!) clearly demonstrates that there is no reasonable justification to continue imposing data caps as the network capacity is clearly available.

This is highlighted moreover when you consider that NONE their "Business" tiers have data caps. They only impose data caps on residential customers who refuse to bundle with TV service (as many millennials are doing).

I kindly urge you to set a precedent and disallow such exploitative actions that are used to manipulate statistics about the number of TV subscribers and milk customers to make up for a declining subscriber base of traditional media.

Thank you for your consideration.

Ticket: # 1015819 - Xfinity data cap

Date: 6/3/2016 7:10:35 AM

City/State/Zip: Hanahan, South Carolina 29410

Company Complaining About: Comcast

Description

Xfinity is the only cable internet provider in the development that I live in. Their data call is 350gb, and I said I didn't want the cap and they told me their enterprise plans do not I close a cap. I signed up for their high speed plan, and still receive a data cap. After, their CS rep said that all plans have caps even enterprise. I just want to not have a data cap, and be able to use unlimited internet.

Ticket: # 1015842 - Data Cap

Date: 6/3/2016 7:52:48 AM

City/State/Zip: Knoxville, Tennessee 37916

Company Complaining About: Comcast

Description

The 300gb data cap I was given is unreasonable and unlawful.

Ticket: # 1015845 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/3/2016 8:03:10 AM

City/State/Zip: Rosendale, New York 12472

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1015849 - Data Cap

Date: 6/3/2016 8:14:07 AM

City/State/Zip: Medina, Ohio 44256

Company Complaining About: Armstrong Cable

Description

I have one choice for broadband internet in my area, Armstrong Cable. A couple of years back they imposed data caps on their internet customers of 200GB (more if you bundle their services, of course). This is unfair and unlawful. My family uses our internet connection to stream video and the only solution Armstrong has offered is to lower the quality of our streaming video. This is unacceptable. I pay for a service and I should be able to use it unhindered.

Ticket: # 1015871 - Armstrong cable data caps

Date: 6/3/2016 8:27:56 AM

City/State/Zip: Austintown, Ohio 44515-3501

Company Complaining About: Armstrong Cable

Description

Hello my name is Gary Cox and I live in Austintown, Ohio. We have one cable internet provider, armstArmstrong cable. They have been reliable and outstanding company with great uptime. My only complaint is with the data caps they apply to their accounts. With 30 m/bs down and 10 up out is nearly impossible for my family of four to stay within the 300 gb cap they have me on. If I was to add telephone and tv mt data would go up to 500 gb. I understand that the telephone would require more data as it is voip but I think it is very hard for my family to stream videos, backup our data to the cloud, conduct normal internet activities and stay within our plan. I have a third party app that monitors my network so I know when we need to slow down on our data consumption. I thank you for your time in hearing my complaint

Sincerely,

(b) (6)

Ticket: # 1015950 - Data Caps on what was once an unlimited plan

Date: 6/3/2016 9:30:29 AM

City/State/Zip: Willis, Texas 77318

Company Complaining About: Sudden Link

Description

I signed up for an unlimited data plan with the only internet service provider in my area (Sudden Link). Recently I was forced into a 300 GB data cap agreement in order to keep the same service.

Ticket: # 1016181 - IGNACIO ENRIQUEZ's complaint re: ISP Zero Rating

Date: 6/3/2016 11:18:49 AM

City/State/Zip: Pomona, California 91768

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1016178 - IGNACIO ENRIQUEZ's complaint re: ISP Zero Rating

Date: 6/3/2016 11:18:19 AM

City/State/Zip: Pomona, California 91768

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036780 - complaint re: ISP Zero Rating

Date: 6/14/2016 10:57:38 PM

City/State/Zip: Santa Clara, California 95050

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1017144 - XXXXX XXXX's complaint re: ISP Zero Rating**Date:** 6/3/2016 4:20:46 PM**City/State/Zip:** Gibsonia, Pennsylvania 15044**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1017547 - AT&T Internet Data Cap

Date: 6/3/2016 7:34:19 PM

City/State/Zip: Santa Clarita, California 91350

Company Complaining About: AT&T

Description

I recently dropped my TV service from my AT&T Uverse service. I still have Internet and added phone to get a better "bundle" deal. Up until this point, there was never any data caps on my internet usage.

A few days after I had entered into an annual deal for Internet and phone, I received an email with details about the cap. I was never notified previously or during the conversation with AT&T about the changed service.

I now find myself locked into an agreement with AT&T where they will charge me extra for using more than 600GB's per month. This is unacceptable.

My average usage is around 15 to 20 GB's per day, but just yesterday I had to do some extra work and I ended up using around 60GB's for the day. As you can see, I may end up over in the first month of the new deal.

I perceive this practice as being an exploitation of the fact that I do not want their TV service. There's no other reason for it as it is a fact that they will allow unlimited internet IF you have their TV service. This seems to me to be an unfair practice.

Ticket: # 1018190 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/4/2016 1:20:25 PM

City/State/Zip: Norman, Oklahoma 73071

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1018203 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/4/2016 1:31:59 PM

City/State/Zip: Milwaukee, Wisconsin 53219

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1018601 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/4/2016 10:00:13 PM

City/State/Zip: San Francisco, California 94122

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1018309 - Data cap/Pricing (Alaska)

Date: 6/4/2016 3:27:25 PM

City/State/Zip: Anchorage, Alaska 99508

Company Complaining About: General Communications, Inc.

Description

There is a main local ISP provider that charges an absurd amount of money for plans that have a data cap limit that is laughable with the speeds that they offer for. Sure, there is a percentage of the population that will never hit that data limit. But we live in a time of age where the speed of connectivity to the internet is crucial/dependable. Why should there be data caps? If you do offer data caps, at least offer a limit that is reasonable to the speeds that you are providing. GCI is PROVIDING away too a low limit for the speeds they are offering for data caps they have set for. A single person can hit that cap in a day if they wanted to. It is unreasonable and ISP providers should not set data caps that are based on the small portion of people who may hit that limit that goes on to affect the rest of the general population. The "data buckets" that they offer for an extra 10 gigabytes for 10 dollars once you hit the limit is despicable. If you do not buy that bucket, they will continue your service at a mere 0.5 megabytes per second. Why should I pay 85/bucks per months to be slowed down in the end from 50 Mbps/sec to 0.5/Mbps. This is price gauging at it's finest. There is another local ISP provider that provides unlimited internet coverage (no data caps) at 79.99 in limited areas.

Ticket: # 1018405 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/4/2016 5:12:43 PM

City/State/Zip: Mount Horeb, Wisconsin 53572

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1018677 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/5/2016 1:18:49 AM

City/State/Zip: Canton, Ohio 44703

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1018914 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/5/2016 2:27:17 PM

City/State/Zip: Saint Ignatius, Montana 59865

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1019028 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/5/2016 5:48:49 PM

City/State/Zip: Indianapolis, Indiana 46235

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1019119 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/5/2016 8:32:11 PM

City/State/Zip: Beaufort, South Carolina 29906

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1019125 - AT&T Regressive data cap policy

Date: 6/5/2016 8:42:43 PM

City/State/Zip: Corona, California 92883

Company Complaining About: AT&T

Description

AT&T has recently instituted a regressive data cap policy which indirectly targets lower income individuals whom may only have internet service. They are charging 50 dollars per overage incident over the data caps they have put into place. They have agreed to waive this cost if you sign up for television service, but that costs an extra 50 dollars per month, which for people who do not watch standard american television is another exorbitant cost. This policy makes usage of the internet difficult for many subscribers and puts an effective roadblock on using it as an effective medium. It also puts extra impetus as a extra cost for lower income individuals whom could exceed their data cap by doing anything from education to entertainment. The policy in place violates fair access policies as it give priority and higher data caps to those who are paying for higher speeds and unfairly makes people of lower income pay repeated charges for overages. This is clearly a cap to limit competition on their television services as many people have opted for signing up for services with a third party at a lower cost than what AT&T offers.

Ticket: # 1020297 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:37:29 PM

City/State/Zip: Huntsville, Alabama 35803

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036820 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:29:15 PM

City/State/Zip: San Marcos, Texas 78666

Company Complaining About: T Mobile

Description

Last year this agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people like myself, who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating a harmful new scheme that poses a serious threat to the open Internet.

I am a T-Mobile customer that has watched T-Mobile is breaking the rules, and the FCC has a duty to put a stop to it. Furthermore, this decision should not be made behind closed doors. As a mass communications student at Texas State University, I fully stand behind the principle that the FCC should have an open, public process to show the public where and how to enforce these rules.

The FCC rules clearly state that ISPs cannot be gatekeepers online. T-Mobile has show that they exempt the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for both video and audio, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile is willing to break the FCC's Net Neutrality rules and is doing everything it can to get around being caught. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020232 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:29:29 PM

City/State/Zip: Houston, Texas 77048

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020240 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:31:11 PM

City/State/Zip: Orlando, Florida 32829

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020241 - XXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:31:12 PM

City/State/Zip: Williston, Vermont 05495

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1019906 - Re: ATT Uverse Data Cap

Date: 6/6/2016 1:46:46 PM

City/State/Zip: Southfield, Michigan 48076

Company Complaining About: AT&T

Description

This is a follow-up to your previous request #944236 "ATT Uverse Data Cap"

I would like to reopen this case in hopes of getting in contact with the AT&T Office again, as they had left me a message but I had been unable to answer at the time and have not heard back from their office despite an email and repeated phone calls.

I believe that not only is the 600GB cap unreasonable, it places a burden on AT&T customers and forces a majority of them to purchase an unlimited usage package or TV package.

According to AT&T and the Office of the President's representative, AT&T has had a data cap on residents in my area since 2012. This cap was for 250GB and they had stated that they would be charging for overages to this data cap. This 250GB is a laughably low amount of data for a family of four to stay within, especially with streaming internet and connected devices, and as such, AT&T did not enforce that policy in my area. In fact, AT&T is publically known to have not enforced that 250GB policy. The links at the bottom of this post contain a direct image of an AT&T email regarding enforcement, and the blog post it is from.

AT&T was known not to enforce their data cap on customers with U-Verse, as 250GB would be wholly unreasonable. Now with their increase to 600GB, AT&T has begun enforcement of their internet usage on U-Verse customers.

I see this 600GB data cap as a form of extorting from users that have switched from AT&T's TV service to streaming online content. The fact that my family of four, in which only my sister and myself use the internet regularly, have passed that 600GB shows to me that AT&T is placing an unreasonably low data cap in the hopes of forcing large swaths of their users to have to pay monthly fines, pay for unlimited internet usage or purchase TV services through them.

With internet usage increasing in the past 4 years, this data cap is just another way for them to get more money from their users now that net neutrality has been passed by the FCC and as such, AT&T has lost a method to try to charge customers more money for the same service.

If at all possible, I would ask that the FCC look into what percentage of AT&T's customer base will have received a data overage fee for use over the 600GB quota allowed, what percent purchased the unlimited internet package following this data cap change, and the percentage of U-Verse users that had purchased TV service since the announcement of the data caps that would be larger than the normal shift. I believe AT&T's changes are affecting a statistically significant amount, greater than or equal to 5% of their customer base, as a majority of the people in this country do not have adequate competition between internet service providers and are just stuck with any policy change their ISP would like to make. Such an increase in the amount of customers billed would imply AT&T placing an undue burden on their customers who, without any choice, are forced to pay any fee AT&T deems

they must in order to continue having broadband internet in an age where access to such a service is required to adequately function in society.

It is interesting as more countries push to make high speed internet a legal right, most recently with Ireland making that push, that in the US we have to constantly fight to keep our internet fair and affordable.

To AT&T: Please note, I can be reached by phone any time this Monday (6/6), after 3PM on 6/7, and after 1230 PM 6/8.

Blog posts regarding Prior Data Caps:

http://blog.chron.com/techblog/files/2015/08/11855906_10102296680650361_7070784229659062613_n.jpg

<http://blog.chron.com/techblog/2015/08/good-news-for-u-verse-cord-cutters-your-250-gb-data-cap-is-not-enforced/>

<https://forums.att.com/t5/Features-and-How-To/U-Verse-data-caps/m-p/4192520/highlight/true#M43490>

<http://www.dslreports.com/forum/r30035518-Are-Uverse-Data-Caps-Enforced>

Ticket: # 1020213 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:25:28 PM

City/State/Zip: Forest Hills, New York 11375

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020222 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:27:24 PM

City/State/Zip: West New York, New Jersey 07093

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020303 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:38:35 PM

City/State/Zip: Petaluma, California 94952

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020357 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:46:57 PM

City/State/Zip: Littleton, Colorado 80128

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020227 - XXXXXX XXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: Longwood, Florida 32779

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020221 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:27:23 PM

City/State/Zip: Portland, Oregon 97212

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020226 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:28:24 PM

City/State/Zip: Oceanport, New Jersey 07757

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020233 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:29:40 PM

City/State/Zip: Phoenix, Arizona 85044

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020234 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:29:42 PM

City/State/Zip: Chicago, Illinois 60630

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020235 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:29:55 PM

City/State/Zip: Houston, Texas 77048

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1020243 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:31:25 PM

City/State/Zip: Saint Paul, Minnesota 55101

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

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I pay enough out of pocket per month for unreliable service. now you're threatening to fuck up something that does NOT belong to you.

Your job is to provide access, not dictate what I access.

(b) (6)

Ticket: # 1020237 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:30:19 PM

City/State/Zip: Arlington, Virginia 22206

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

Ticket: # 1020238 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:30:34 PM

City/State/Zip: West Valley City, Utah 84120

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

Ticket: # 1020242 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:31:18 PM

City/State/Zip: Saco, Maine 04072

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020246 - XXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:31:51 PM

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020248 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:32:19 PM

City/State/Zip: Nobleboro, Maine 04555

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020257 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:33:04 PM

City/State/Zip: Portland, Oregon 97266

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020251 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:32:33 PM

City/State/Zip: San Antonio, Texas 78218

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020253 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:32:45 PM

City/State/Zip: San Jose, California 95119

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020254 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:32:50 PM

City/State/Zip: Reading, Massachusetts 01867

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020255 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:33:02 PM

City/State/Zip: Orlando, Florida 32824

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020256 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:33:04 PM

City/State/Zip: Tucson, Arizona 85711

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020261 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:33:17 PM

City/State/Zip: Prescott, Arizona 86301

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020262 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:33:21 PM

City/State/Zip: Washington, Michigan 48094

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020266 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:33:57 PM

City/State/Zip: Austin, Texas 78737

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020278 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:35:14 PM

City/State/Zip: Huntsville, Alabama 35803

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020270 - XXXXXX XXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: Orlando, Florida 32837

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020272 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:34:31 PM

City/State/Zip: Fort Pierce, Florida 34982

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020273 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:34:39 PM

City/State/Zip: Fort Worth, Texas 76133

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020296 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:37:23 PM

City/State/Zip: Dumfries, Virginia 22026

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020279 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:35:29 PM

City/State/Zip: Mobile, Alabama 36695

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020281 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:35:35 PM

City/State/Zip: Alvin, Texas 77511

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020282 - XXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:35:41 PM

City/State/Zip: Saint Louis, Michigan 48880

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020284 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:35:46 PM

City/State/Zip: Portland, Oregon 97219

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020285 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:35:49 PM

City/State/Zip: Lakewood, Colorado 80215

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020313 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:39:30 PM

City/State/Zip: Jefferson, Maryland 21755

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020287 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:36:05 PM

City/State/Zip: Atlanta, Georgia 30338

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020295 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:37:20 PM

City/State/Zip: Minneapolis, Minnesota 55428

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020298 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:37:33 PM

City/State/Zip: Eureka, South Dakota 57437

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020388 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:51:20 PM

City/State/Zip: Irvine, California 92618

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020306 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:38:54 PM

City/State/Zip: Los Angeles, California 90039

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020308 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:38:57 PM

City/State/Zip: Dendron, Virginia 23839

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Fran Parker

Ticket: # 1020310 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:39:07 PM

City/State/Zip: Los Angeles, California 90039

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020312 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:39:28 PM

City/State/Zip: Newland, North Carolina 28657

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020323 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:41:45 PM

City/State/Zip: Memphis, Tennessee 38117

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020326 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:42:29 PM

City/State/Zip: San Francisco, California 94109

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020340 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:44:22 PM

City/State/Zip: Los Altos, California 94024

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020358 - XXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:46:57 PM

City/State/Zip: Los Gatos, California 95032

Company Complaining About: Comcast

Description

We rely heavily on the internet and it has become a necessary utility. We are also retired and living on a fixed income. We need to be able to budget carefully and not spend an inordinate amount of time calculating our internet usage in order not to go over imposed caps. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020342 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:44:48 PM

City/State/Zip: Los Altos, California 94024

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020351 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:46:22 PM

City/State/Zip: Silver Spring, Maryland 20904

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

Ticket: # 1020356 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:46:52 PM

City/State/Zip: Norfolk, Virginia 23518

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020364 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:47:58 PM

City/State/Zip: Shrewsbury, New Jersey 07702

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020373 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:48:59 PM

City/State/Zip: Union City, New Jersey 07087

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020380 - XXXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 3:50:16 PM

City/State/Zip: Oceanside, California 92056

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) .

Ticket: # 1020381 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:50:20 PM

City/State/Zip: Irvine, California 92618

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020383 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:50:35 PM

City/State/Zip: Bridgewater, New Jersey 08807

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

Ticket: # 1020384 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:50:36 PM

City/State/Zip: Portage, Michigan 49024

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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(b) (6)

Ticket: # 1020395 - XXXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 3:52:42 PM

City/State/Zip: Houston, Texas 77009

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1020391 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:51:50 PM

City/State/Zip: East Palatka, Florida 32131

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

Ticket: # 1020392 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 3:51:59 PM**City/State/Zip:** Warren, New Jersey 07059**Company Complaining About:** Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020396 - XXXXX XXXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 3:52:42 PM**City/State/Zip:** La Mesa, California 91942**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020442 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:03:53 PM

City/State/Zip: Milliken, Colorado 80543

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020406 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:55:51 PM

City/State/Zip: Oakland Park, Florida 33334

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020407 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:56:48 PM

City/State/Zip: Irvington, Alabama 36544

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020413 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:58:53 PM

City/State/Zip: Lansdale, Pennsylvania 19446

Company Complaining About: AT&T

Description

People are sick of government agencies acting in the interests of large businesses, especially ISPs. The Internet is for everyone, without bias, special-treatment charges, etc.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020414 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:59:18 PM

City/State/Zip: New Baltimore, Michigan 48047

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020416 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:59:47 PM

City/State/Zip: New Baltimore, Michigan 48047

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020417 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 3:59:57 PM

City/State/Zip: Wooster, Ohio 44691

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020418 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:00:01 PM

City/State/Zip: Valatie, New York 12184

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020425 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:01:55 PM

City/State/Zip: Tucson, Arizona 85728

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020426 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:02:02 PM

City/State/Zip: Lafayette, Colorado 80026

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020428 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:02:13 PM

City/State/Zip: Glen Carbon, Illinois 62034

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020433 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:02:54 PM

City/State/Zip: Meadow Vista, California 95722

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020459 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:07:49 PM

City/State/Zip: Hesperia, California 92345

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020440 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:03:45 PM

City/State/Zip: Dallas, Texas 75204

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020441 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:03:47 PM

City/State/Zip: San Francisco, California 94127

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

I have been a T-Mobile customer for many years, and the phone number I have in service with them is (b) (6)

[REDACTED]

Ticket: # 1020445 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:04:10 PM

City/State/Zip: Lehi, Utah 84043

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020448 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:04:32 PM

City/State/Zip: Lehi, Utah 84043

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020453 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:06:03 PM

City/State/Zip: Hobe Sound, Florida 33455

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020454 - XXXXXXXX XXXXXXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 4:06:09 PM

City/State/Zip: Denver, Colorado 80224

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020455 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:06:19 PM

City/State/Zip: Hobart, Indiana 46342

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020462 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:08:33 PM

City/State/Zip: Powder Springs, Georgia 30127

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020464 - XXXXXX XXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:09:04 PM

City/State/Zip: National City, California 91950

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020465 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:09:05 PM

City/State/Zip: Brooklyn, New York 11218

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020529 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:20:22 PM

City/State/Zip: Centreville, Virginia 20121

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020469 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:09:46 PM

City/State/Zip: Brooklyn, New York 11218

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020475 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:11:37 PM

City/State/Zip: East Lyme, Connecticut 06333

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Sincerely,

(b) (6)

Ticket: # 1020488 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:13:56 PM

City/State/Zip: Chicago, Illinois 60620

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020491 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:14:07 PM

City/State/Zip: Sheridan, Wyoming 82801

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020493 - XXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:14:22 PM

City/State/Zip: Woodbridge, New Jersey 07095

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020494 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:14:33 PM

City/State/Zip: Sheridan, Wyoming 82801

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020530 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:20:39 PM

City/State/Zip: San Francisco, California 94127

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

In my area, Comcast “suspended” residential data caps quite some time ago, and I very much do not want to see them return, because I'm subscribed to their service.

Note: The phone number I'm providing is the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020521 - Wm. MacAulay's complaint re: ISP Zero Rating

Date: 6/6/2016 4:18:32 PM

City/State/Zip: San Antonio, Texas 78218

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020515 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:17:34 PM

City/State/Zip: Vero Beach, Florida 32968

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020518 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:18:05 PM

City/State/Zip: Durham, North Carolina 27712

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020519 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:18:19 PM

City/State/Zip: Tampa, Florida 33602

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020520 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:18:19 PM

City/State/Zip: Madison, Wisconsin 53715

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1020528 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:20:12 PM

City/State/Zip: Hermitage, Tennessee 37076

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020531 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:22:44 PM

City/State/Zip: Henrico, Virginia 23229

Company Complaining About: Comcast

Description

As a current Comcast Xfinity customer (for now), I find this deeply troubling. If you force me to choose between Comcast and Netflix (and others), you will lose me as a customer. And I will spread word of this to everyone I know, in real life and on social media.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020536 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:24:57 PM

City/State/Zip: Rohnert Park, California 94928

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020540 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:25:58 PM

City/State/Zip: Smithtown, New York 11787

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020554 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 4:28:46 PM

City/State/Zip: Flagstaff, Arizona 86001

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020544 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:26:42 PM

City/State/Zip: Rohnert Park, California 94928

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Almira Bausley

Ticket: # 1020546 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:26:56 PM

City/State/Zip: Houston, Texas 77006

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020548 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:27:47 PM

City/State/Zip: Southaven, Mississippi 38672

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020550 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:27:49 PM

City/State/Zip: Joplin, Missouri 64801

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1020561 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:30:35 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020563 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:30:53 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.
Isabel Suhr

Ticket: # 1020566 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:31:03 PM

City/State/Zip: Oklahoma City, Oklahoma 73170

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020568 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:31:35 PM

City/State/Zip: Cincinnati, Ohio 45216

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020612 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:39:33 PM

City/State/Zip: Rancho Cordova, California 95670

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020574 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:32:28 PM

City/State/Zip: Joplin, Missouri 64801

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020575 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:32:38 PM

City/State/Zip: Houston, Texas 77006

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020576 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:32:41 PM

City/State/Zip: Beavercreek, Ohio 45440

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020578 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:33:24 PM

City/State/Zip: Interlachen, Florida 32148

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020592 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:36:39 PM

City/State/Zip: Martinez, California 94553

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020594 - XXXXXXXXX XXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:36:56 PM

City/State/Zip: New York, New York 10007

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020599 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:38:22 PM

City/State/Zip: New York, New York 10002

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020681 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:51:22 PM

City/State/Zip: Fishers, Indiana 46037

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020600 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:38:29 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020602 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:38:37 PM

City/State/Zip: North Hollywood, California 91601

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020603 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:38:43 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020613 - XXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:39:41 PM

City/State/Zip: San Francisco, California 94112

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020614 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:39:48 PM

City/State/Zip: Boston, Massachusetts 02110

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020616 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:40:05 PM

City/State/Zip: Oak Harbor, Washington 98277

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020624 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:41:33 PM

City/State/Zip: Bronx, New York 10460

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020639 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:44:31 PM

City/State/Zip: Encinitas, California 92024

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020626 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:41:45 PM

City/State/Zip: Cleveland, Ohio 44109

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020635 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:43:32 PM

City/State/Zip: Ponte Vedra Beach, Florida 32004

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020636 - XXXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 4:43:43 PM

City/State/Zip: Margate, Florida 33063

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020637 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 4:43:57 PM**City/State/Zip:** North Brunswick, New Jersey 08902**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020638 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:44:14 PM

City/State/Zip: Neptune Beach, Florida 32266

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020640 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:44:32 PM

City/State/Zip: Bronx, New York 10460

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020647 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:46:43 PM

City/State/Zip: Millsboro, Delaware 19966

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020648 - XXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:47:01 PM

City/State/Zip: Jupiter, Florida 33469

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020666 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:49:16 PM

City/State/Zip: Seattle, Washington 98102

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020667 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:49:18 PM

City/State/Zip: Studio City, California 91604

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020671 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:50:06 PM

City/State/Zip: Washington, District Of Columbia 20008

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020710 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:56:28 PM

City/State/Zip: San Leandro, California 94578

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020675 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:50:23 PM

City/State/Zip: Des Moines, Iowa 50320

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020679 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:51:16 PM

City/State/Zip: Pennington, New Jersey 08534

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020699 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:53:27 PM

City/State/Zip: Columbus, Indiana 47203

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020700 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:53:32 PM

City/State/Zip: Salisbury, Maryland 21801

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020702 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:54:03 PM

City/State/Zip: Columbus, Indiana 47203

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020703 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:54:36 PM

City/State/Zip: Salisbury, Maryland 21801

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020706 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:55:44 PM

City/State/Zip: Seabeck, Washington 98380

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020712 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:57:00 PM

City/State/Zip: Michigan City, Indiana 46361

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020713 - XXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:57:00 PM

City/State/Zip: Albuquerque, New Mexico 87107

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020714 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 4:57:11 PM

City/State/Zip: Amarillo, Texas 79106

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

Ticket: # 1020748 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:05:44 PM

City/State/Zip: San Francisco, California 94121

Company Complaining About: Comcast

Description

In addition to spurious billing practices (the bill grows in small increments throughout the contract & we have to constantly fight to beat it back), now you found another way to cheat your customers. Shame on you, Comcast! I'm actively searching for another provider that does not abuse its customers.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020730 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:01:56 PM

City/State/Zip: Kissimmee, Florida 34744

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020733 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:02:11 PM

City/State/Zip: Fontana, California 92335

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1020739 - XXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 5:03:27 PM**City/State/Zip:** Tujunga, California 91042**Company Complaining About:** Comcast

Description

Hello there,

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

A number of ISPs - Verizon, AT&T, T-Mobile and Comcast - are breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, these caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want ISPs messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. These ISPs have admitted that their caps have nothing to do with managing congestion. Moreover, they are limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

I should be able to choose freely whether I want to subscribe to their traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Verizon, AT&T, T-Mobile and Comcast are interfering with these choices.

Altogether, these practices prove what we've always known: these four ISPs hate the FCC's Net Neutrality rules and are doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020742 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:04:36 PM

City/State/Zip: Traverse City, Michigan 49684

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020744 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:04:48 PM

City/State/Zip: Flint, Michigan 48507

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020760 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:07:00 PM

City/State/Zip: Wichita, Kansas 67212

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020751 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:05:52 PM

City/State/Zip: Usaf Academy, Colorado 80841

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020757 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:06:51 PM

City/State/Zip: Bensalem, Pennsylvania 19020

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020758 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:06:53 PM

City/State/Zip: Boulder, Colorado 80305

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020771 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:09:08 PM

City/State/Zip: Portland, Oregon 97209

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020763 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:07:06 PM

City/State/Zip: Tallahassee, Florida 32304

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Kacey Johnson

Ticket: # 1020766 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:07:38 PM

City/State/Zip: Overland Park, Kansas 66214

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020810 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:18:51 PM

City/State/Zip: Columbus, Ohio 43229

Company Complaining About: Comcast

Description

ComCast is once again trying to chop up the internet. Data caps are a ridiculous attempt to increase profits.

Don't let corporate greed ruin the internet.

(b) (6)

Ticket: # 1020851 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:26:35 PM

City/State/Zip: Ramsay, Michigan 49959

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020787 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: Madera, California 93638

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020789 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:12:41 PM

City/State/Zip: Clearwater, Florida 33764

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020790 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:13:08 PM

City/State/Zip: Clearwater, Florida 33764

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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Corey Harpin

Ticket: # 1020791 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:14:13 PM

City/State/Zip: Spokane, Washington 99205

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020801 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:16:23 PM

City/State/Zip: Deltona, Florida 32738

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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Eleonore Griffini

Ticket: # 1020806 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:18:23 PM

City/State/Zip: Hicksville, New York 11801

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020808 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:18:28 PM

City/State/Zip: Binghamton, New York 13905

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020814 - XXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:19:35 PM

City/State/Zip: Pembroke, Massachusetts 02359

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020815 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:19:56 PM

City/State/Zip: Buffalo, New York 14221

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020818 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:20:33 PM

City/State/Zip: Northbridge, Massachusetts 01534

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020823 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:21:54 PM

City/State/Zip: Naples, Florida 34114

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020824 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:21:55 PM

City/State/Zip: Hemet, California 92543

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1020852 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:26:40 PM

City/State/Zip: El Cajon, California 92020

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020829 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:22:18 PM

City/State/Zip: Long Beach, California 90802

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020831 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:22:38 PM

City/State/Zip: Ocala, Florida 34480

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020869 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:30:40 PM

City/State/Zip: Belgrade, Montana 59714

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020837 - XXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:23:57 PM

City/State/Zip: Tucson, Arizona 85741

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020839 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:24:46 PM

City/State/Zip: Peabody, Massachusetts 01960

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020842 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:25:18 PM

City/State/Zip: Beaverton, Oregon 97078

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020850 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:26:30 PM

City/State/Zip: Hicksville, New York 11801

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020855 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:27:03 PM

City/State/Zip: Punta Gorda, Florida 33955

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020856 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:27:47 PM

City/State/Zip: Austin, Texas 78758

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020858 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:27:54 PM

City/State/Zip: Snellville, Georgia 30039

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020860 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:28:17 PM

City/State/Zip: Fremont, California 94536

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020862 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:28:27 PM

City/State/Zip: Brooklyn, New York 11207

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020865 - Christopher Stevens's complaint re: ISP Zero Rating**Date:** 6/6/2016 5:28:57 PM**City/State/Zip:** Ridgeland, Mississippi 39157**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1020870 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:30:55 PM

City/State/Zip: West Valley City, Utah 84120

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020874 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:33:02 PM

City/State/Zip: Titusville, Florida 32796

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020880 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:35:19 PM

City/State/Zip: Camarillo, California 93010

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020882 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:35:45 PM

City/State/Zip: Nashville, Tennessee 37203

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020883 - XXXXXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 5:35:49 PM

City/State/Zip: Las Vegas, Nevada 89123

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020884 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:36:03 PM

City/State/Zip: Eastpointe, Michigan 48021

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020886 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:36:10 PM

City/State/Zip: Eastpointe, Michigan 48021

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020904 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:38:24 PM

City/State/Zip: Los Banos, California 93635

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020905 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:38:38 PM

City/State/Zip: West Valley City, Utah 84128

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020906 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:38:40 PM

City/State/Zip: New York, New York 10002

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020908 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:39:10 PM

City/State/Zip: Bloomington, Illinois 61701

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020909 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:39:22 PM

City/State/Zip: Reed Plt, Maine 04497

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020910 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:39:24 PM

City/State/Zip: North Dinwiddie, Virginia 23803

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020912 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:39:59 PM

City/State/Zip: Pikesville, Maryland 21208

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020915 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:40:30 PM

City/State/Zip: Centerton, Arkansas 72719

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020916 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:40:31 PM

City/State/Zip: San Antonio, Texas 78245

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1020917 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:40:32 PM

City/State/Zip: Newark, New Jersey 07102

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (5)

Ticket: # 1020919 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:41:28 PM

City/State/Zip: Aldan, Pennsylvania 19018

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1020920 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:41:36 PM

City/State/Zip: Philadelphia, Pennsylvania 19124

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020932 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:43:19 PM

City/State/Zip: Kingsland, Georgia 31548

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020934 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:43:25 PM

City/State/Zip: Berwyn, Illinois 60402

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020935 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:43:27 PM

City/State/Zip: Humble, Texas 77346

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020942 - XXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 5:44:42 PM

City/State/Zip: Cuyahoga Falls, Ohio 44221

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020943 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:45:00 PM

City/State/Zip: Evanston, Illinois 60202

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020945 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:45:05 PM

City/State/Zip: Whiteland, Indiana 46184

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020946 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:45:39 PM

City/State/Zip: Lake Mary, Florida 32746

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020947 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:45:44 PM

City/State/Zip: Philadelphia, Pennsylvania 19120

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020960 - XXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:47:29 PM

City/State/Zip: Quincy, Massachusetts 02171

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020949 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 5:45:59 PM

City/State/Zip: Winchester, Tennessee 37398

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020951 - XXXX XXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 5:46:24 PM

City/State/Zip: Fremont, California 94555

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Dean J Throop

Ticket: # 1020952 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:46:44 PM

City/State/Zip: Las Cruces, New Mexico 88001

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020957 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:47:05 PM

City/State/Zip: Penacook, New Hampshire 03303

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020958 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:47:05 PM

City/State/Zip: Pembroke Pines, Florida 33025

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020968 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:49:58 PM

City/State/Zip: Somerville, Massachusetts 02144

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020969 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:50:04 PM

City/State/Zip: Long Island City, New York 11109

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020971 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:51:02 PM

City/State/Zip: Memphis, Tennessee 38125

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020974 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:51:25 PM

City/State/Zip: Port Richey, Florida 34668

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020983 - XXXXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:54:34 PM

City/State/Zip: Chicago, Illinois 60649

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1020981 - XXXXXXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:54:06 PM

City/State/Zip: Chicago, Illinois 60649

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020984 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:54:58 PM

City/State/Zip: Richmond, California 94804

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020992 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:57:16 PM

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

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020995 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:58:16 PM

City/State/Zip: Menifee, California 92584

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1020996 - XXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 5:58:17 PM

City/State/Zip: Palo Alto, California 94306

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED].

Ticket: # 1021001 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:00:53 PM

City/State/Zip: Jacksonville, Florida 32220

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021002 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:01:23 PM

City/State/Zip: Portland, Oregon 97201

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021005 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:02:05 PM

City/State/Zip: Sparta, Michigan 49345

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021006 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:02:09 PM

City/State/Zip: Lowell, Massachusetts 01854

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021007 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:02:12 PM

City/State/Zip: Lutherville Timonium, Maryland 21093

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021012 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:04:09 PM

City/State/Zip: Glendora, California 91741

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021014 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:04:29 PM

City/State/Zip: Dickson, Tennessee 37055

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021015 - XXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 6:05:04 PM

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021016 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:05:21 PM

City/State/Zip: Albuquerque, New Mexico 87106

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021018 - XXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:06:22 PM

City/State/Zip: Berkeley, California 94710

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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Tom Jeffries

Ticket: # 1021020 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:07:08 PM

City/State/Zip: Lincoln, Nebraska 68504

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1021032 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:11:12 PM

City/State/Zip: Taylor, Michigan 48180

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1021033 - XXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:11:18 PM

City/State/Zip: Fort Pierce, Florida 34949

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021035 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: Greenville, Rhode Island 02828

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021038 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:13:06 PM

City/State/Zip: Houston, Texas 77072

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021040 - XXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:13:14 PM

City/State/Zip: Bozeman, Montana 59715

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021055 - XXXXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 6:20:26 PM

City/State/Zip: Richmond, Virginia 23220

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021056 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:21:27 PM

City/State/Zip: Lithonia, Georgia 30058

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021058 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:21:46 PM

City/State/Zip: Pooler, Georgia 31322

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021059 - XXXXX XXXXXX 's complaint re: ISP Zero Rating

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

City/State/Zip: Bokeelia, Florida 33922

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021061 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:22:27 PM

City/State/Zip: Boston, Massachusetts 02210

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021065 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:25:27 PM

City/State/Zip: Richmond, Missouri 64085

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021067 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:26:03 PM

City/State/Zip: Richmond, Missouri 64085

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021069 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:26:19 PM

City/State/Zip: Hickory, North Carolina 28601

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021075 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:27:52 PM

City/State/Zip: Nixa, Missouri 65714

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021079 - Craig 's complaint re: ISP Zero Rating

Date: 6/6/2016 6:29:13 PM

City/State/Zip: Knoxville, Tennessee 37940

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021088 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:31:37 PM

City/State/Zip: Salem, Oregon 97306

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

OK am personally a Comcast user and find the Xfinity services to be sub-par quality and extremely limited options and content. I am a user with a large family whose content availability is a huge part of the need and desire for internet connectivity. The resource as a whole has little value to us if it's essentially curated content unless ourselves or the 3rd party provider pays more for the luxury of not being bandwidth limited. I'd have to assume this would limit the providers ability to make available as much quality content as possible.

(b) (6)

Ticket: # 1021089 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:31:47 PM

City/State/Zip: Saratoga, California 95070

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021093 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:32:59 PM

City/State/Zip: Surry, Virginia 23883

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021097 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:35:59 PM

City/State/Zip: San Diego, California 92117

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021098 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:36:06 PM

City/State/Zip: Westbrook, Maine 04092

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

Ticket: # 1021099 - XXXX XX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:36:28 PM

City/State/Zip: San Francisco, California 94105

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021105 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:38:11 PM

City/State/Zip: Elmwood Park, Illinois 60707

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021112 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:40:00 PM

City/State/Zip: Salem, Massachusetts 01970

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021103 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 6:36:53 PM**City/State/Zip:** Hollywood, Florida 33024**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021104 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:37:19 PM

City/State/Zip: Olympia, Washington 98513

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1021114 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:40:35 PM

City/State/Zip: Salem, Massachusetts 01970

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021116 - XXXXX XXXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 6:40:48 PM**City/State/Zip:** Salem, Oregon 97306**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

As a personal user of Verizon's services I have found that their incentive to only use their partner services for content consumption over more quality services so we can avoid data cap usage is anti-competitive and holding back the industry as a whole. I came from an unlimited data account where my family members were tricked into changing to a data limited plan and I found that my data usage even then did not meet the data limit. Now here we are nearly 10 years later and I have to pay 3 times what I used to for unlimited for the same amount of data when technology has done nothing but make it easier and cheaper to provide this bandwidth. I understand that it makes sense to not charge bandwidth usage for content that does not use bandwidth from Verizon's services but realistically this practice opens the unexpected doors that Verizon can then extort companies for this privilege. Companies who cannot or will not accept Verizon's demands may fall to the way side of inferior competition purely on the actions of Verizon. Users will always use the default, easy to get to service, even if substantially inferior, to something that is more costly, requires more effort, or impedes upon their ability to use other services due to Verizon's choice to maintain such low data cap and incentivize companies to join their no usage charge pool, clearly at cost.

(b) (6)

Ticket: # 1021117 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:41:11 PM

City/State/Zip: Dallas, Texas 75206

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021120 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 6:41:44 PM**City/State/Zip:** Houston, Texas 77030**Company Complaining About:** Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021121 - XX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:42:19 PM

City/State/Zip: South River, New Jersey 08882

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021125 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:43:35 PM

City/State/Zip: Sunbury, Pennsylvania 17801

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021142 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:47:14 PM

City/State/Zip: Sultan, Washington 98294

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon and other service providers. Meanwhile, Congress should encourage the

FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021159 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:51:08 PM

City/State/Zip: Visalia, California 93277

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021148 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:47:53 PM

City/State/Zip: Rockwall, Texas 75032

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021156 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:50:26 PM

City/State/Zip: Miami Gardens, Florida 33055

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021153 - XXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 6:49:16 PM**City/State/Zip:** Glendale, Arizona 85308**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021162 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:51:45 PM

City/State/Zip: Louisburg, North Carolina 27549

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021187 - XXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 6:58:29 PM

City/State/Zip: Laredo, Texas 78040

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021170 - XXXXXXXX X's complaint re: ISP Zero Rating

Date: 6/6/2016 6:53:10 PM

City/State/Zip: Mobile, Alabama 36693

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021173 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:53:37 PM

City/State/Zip: Foreston, Minnesota 56330

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021176 - XXXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 6:54:39 PM**City/State/Zip:** Muncie, Indiana 47308**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021233 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:16:33 PM

City/State/Zip: Indianapolis, Indiana 46226

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021197 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 6:59:45 PM

City/State/Zip: Pflugerville, Texas 78660

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021199 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:00:20 PM

City/State/Zip: Apollo, Pennsylvania 15613

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021204 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:01:34 PM

City/State/Zip: Ashburn, Virginia 20147

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021216 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:07:16 PM

City/State/Zip: Farmington Hills, Michigan 48336

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021227 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 7:12:34 PM

City/State/Zip: San Diego, California 92109

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021229 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:15:00 PM

City/State/Zip: Woodland, California 95695

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021246 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:19:51 PM

City/State/Zip: Seattle, Washington 98119

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021249 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:20:25 PM

City/State/Zip: Indianapolis, Indiana 46226

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021259 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:24:33 PM

City/State/Zip: Bayside, New York 11361

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021260 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:24:37 PM

City/State/Zip: Los Angeles, California 90029

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021277 - XXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 7:28:34 PM**City/State/Zip:** Essex, Maryland 21221**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021303 - XXXX XXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:44:07 PM

City/State/Zip: Newton, Wisconsin 53063

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021289 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:33:41 PM

City/State/Zip: San Diego, California 92109

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021290 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: San Diego, California 92109

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021312 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:45:07 PM

City/State/Zip: Johnson City, New York 13790

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021292 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:34:59 PM

City/State/Zip: Long Beach, California 90802

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021314 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:46:07 PM

City/State/Zip: Alexandria, Virginia 22304

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021315 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:46:31 PM

City/State/Zip: Seminole, Florida 33776

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021302 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:43:34 PM

City/State/Zip: Fremont, Indiana 46737

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021304 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:44:14 PM

City/State/Zip: Houston, Texas 77055

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021307 - XXXX XXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 7:44:42 PM**City/State/Zip:** Newton, Wisconsin 53063**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021310 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:44:59 PM

City/State/Zip: Ames, Iowa 50010

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021328 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:51:22 PM

City/State/Zip: San Rafael, California 94913

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021329 - X XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:51:44 PM

City/State/Zip: Albuquerque, New Mexico 87102

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021332 - XXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:54:28 PM

City/State/Zip: Austin, Texas 78729

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021333 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 7:54:39 PM

City/State/Zip: Lawrenceville, Georgia 30046

Company Complaining About: Comcast

Description

My friends and family have Comcast, ATT and other ISP providers that use data caps. If those companies are allowed to do a "zero-rating" service for some websites they are abusing loopholes and are STILL breaking the amendments you set forth for the internet.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021368 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:06:38 PM

City/State/Zip: Hot Springs, South Dakota 57747

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021348 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:00:19 PM

City/State/Zip: Attica, New York 14011

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021350 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:00:25 PM

City/State/Zip: San Lorenzo, California 94580

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021355 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:01:48 PM

City/State/Zip: Providence, Rhode Island 02909

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021405 - Lars Tofastrud's complaint re: ISP Zero Rating**Date:** 6/6/2016 8:27:04 PM**City/State/Zip:** Newtown, Pennsylvania 18940**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021358 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:03:08 PM

City/State/Zip: Dorchester Center, Massachusetts 02124

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021359 - XXXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 8:03:43 PM

City/State/Zip: San Antonio, Texas 78240

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021363 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:04:36 PM

City/State/Zip: Lenexa, Kansas 66215

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025667 - XXXX XXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:36:00 PM

City/State/Zip: Downingtown, Pennsylvania 19335

Company Complaining About: Verizon

Description

The FCC should have an open, public process to decide where and how to enforce the Open Internet rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021365 - XXXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 8:05:33 PM

City/State/Zip: San Antonio, Texas 78240

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1021366 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:06:13 PM

City/State/Zip: Oberlin, Ohio 44074

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1021367 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:06:33 PM

City/State/Zip: Kennesaw, Georgia 30152

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021407 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:30:00 PM

City/State/Zip: Alexandria, Virginia 22305

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021381 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:13:57 PM

City/State/Zip: Vancouver, Washington 98682

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021391 - XX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:17:16 PM

City/State/Zip: Moonachie, New Jersey 07074

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I am a Verizon customer....at least for now.

(b) (6)

Ticket: # 1021392 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:17:25 PM

City/State/Zip: Macon, Georgia 31211

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021393 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:17:51 PM

City/State/Zip: Lake Havasu City, Arizona 86405

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021399 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:21:31 PM

City/State/Zip: Minneapolis, Minnesota 55417

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021401 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:22:57 PM

City/State/Zip: Spring Lake, New Jersey 07762

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021402 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:23:08 PM

City/State/Zip: Key West, Florida 33040

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021403 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:23:50 PM

City/State/Zip: Ventura, California 93003

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021404 - X X's complaint re: ISP Zero Rating**Date:** 6/6/2016 8:25:53 PM**City/State/Zip:** Los Angeles, California 90010**Company Complaining About:** T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

Ticket: # 1021409 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:31:19 PM

City/State/Zip: Lake Mills, Wisconsin 53551

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021412 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:33:48 PM

City/State/Zip: Warwick, Rhode Island 02886

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021414 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:36:39 PM

City/State/Zip: Hilton Head Island, South Carolina 29926

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021428 - XXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:41:05 PM

City/State/Zip: Southborough, Massachusetts 01772

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021429 - XXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:41:57 PM

City/State/Zip: Merritt Island, Florida 32953

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021431 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:43:11 PM

City/State/Zip: Appleton, Wisconsin 54915

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me). I have already cut back on cable because of costs. With everything you do now needs to be accessed through online services those on limited incomes will not be able to afford it. Access should be easier and cheaper not the other way around.

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021432 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:43:17 PM

City/State/Zip: Greenville, North Carolina 27858

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021437 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:47:13 PM

City/State/Zip: Kennewick, Washington 99336

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021438 - XXX XXXXXXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 8:47:27 PM**City/State/Zip:** Kings Park, New York 11754**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021443 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:49:32 PM

City/State/Zip: Bloomfield Hills, Michigan 48301

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021444 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 8:53:36 PM

City/State/Zip: Key Biscayne, Florida 33149

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021459 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: Franklin, Tennessee 37067

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021460 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:02:04 PM

City/State/Zip: Carbondale, Colorado 81623

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021472 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:06:50 PM

City/State/Zip: Chapel Hill, Tennessee 37034

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021477 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:09:57 PM

City/State/Zip: Kingwood, Texas 77339

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021479 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:10:41 PM

City/State/Zip: Pewaukee, Wisconsin 53072

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now, the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021492 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:24:58 PM

City/State/Zip: Baltimore, Maryland 21211

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules. This process is a direct violation of neutrality guidelines hiding behind a thin veil of legalese.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021501 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:32:26 PM

City/State/Zip: Port Orchard, Washington 98367

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021485 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:19:16 PM

City/State/Zip: Florence, Alabama 35630

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021493 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:25:33 PM

City/State/Zip: Philadelphia, Pennsylvania 19143

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021495 - XXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:29:09 PM

City/State/Zip: Ellicott City, Maryland 21042

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021497 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:30:18 PM

City/State/Zip: Islip Terrace, New York 11752

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021500 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:32:06 PM

City/State/Zip: Reno, Nevada 89503

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021510 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:36:57 PM

City/State/Zip: Santa Monica, California 90403

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021512 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:38:04 PM

City/State/Zip: Lake Station, Indiana 46405

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021518 - XXXXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 9:40:46 PM

City/State/Zip: Portland, Oregon 97211

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021519 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:41:00 PM

City/State/Zip: Hockley, Texas 77447

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021520 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:41:32 PM

City/State/Zip: Sioux Falls, South Dakota 57106

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021521 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:41:53 PM

City/State/Zip: Virginia Beach, Virginia 23454

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have. I want an open internet that rewards ingenuity not a manipulated internet that spawns monopoly

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021531 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:49:06 PM

City/State/Zip: Oak View, California 93022

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021536 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:53:46 PM

City/State/Zip: Norfolk, Virginia 23509

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Nathan Beck

Ticket: # 1021551 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:58:56 PM

City/State/Zip: West Jordan, Utah 84084

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021552 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 9:59:14 PM

City/State/Zip: North Fort Myers, Florida 33917

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021590 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:29:44 PM

City/State/Zip: Roseville, Michigan 48066

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021561 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:03:37 PM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021562 - XXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 10:04:27 PM**City/State/Zip:** Pasadena, Maryland 21122**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021565 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:07:54 PM

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

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021571 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:12:46 PM

City/State/Zip: Clifton, Maine 04428

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021575 - X XXXXXX's complaint re: ISP Zero Rating**Date:** 6/6/2016 10:17:10 PM**City/State/Zip:** Minneapolis, Minnesota 55417**Company Complaining About:** Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021579 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:22:15 PM

City/State/Zip: Albuquerque, New Mexico 87110

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021582 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:25:25 PM

City/State/Zip: Hanover, Pennsylvania 17331

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1021584 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:26:03 PM

City/State/Zip: Hanover, Pennsylvania 17331

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021586 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:27:31 PM

City/State/Zip: Brooklyn, New York 11230

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021591 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:30:02 PM

City/State/Zip: Highland Park, Illinois 60035

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021592 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:31:33 PM

City/State/Zip: Tujunga, California 91042

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021597 - XXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:34:47 PM

City/State/Zip: Rochester, New York 14617

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021598 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:36:23 PM

City/State/Zip: Erie, Pennsylvania 16508

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021609 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:42:34 PM

City/State/Zip: Campbell, California 95008

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Excuse you me.....who do you think you are AT&T to tell me where I can and can't go on the internet? Are you going to pay for it? If so then by all means but if I am going to pay overinflated prices for crappy service then no you have no right to tell me what I can and can't do. You companies are going way to far and I, for one, am utterly sick of it. If the roles werew reversed you all would be suing me and having a fit about me telling you what to do.

The airwaves are no ones to control. Not yours or mine and should never be.

(b) (6)

Ticket: # 1021600 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:37:31 PM

City/State/Zip: Salt Lake City, Utah 84107

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021601 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:37:44 PM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021602 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:38:39 PM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021607 - Roberta J Lee's complaint re: ISP Zero Rating

Date: 6/6/2016 10:41:32 PM

City/State/Zip: Saint Cloud, Minnesota 56303

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1021613 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:45:25 PM

City/State/Zip: Fremont, Indiana 46737

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021614 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:45:30 PM

City/State/Zip: Minneapolis, Minnesota 55401

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021637 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:55:37 PM

City/State/Zip: Muskegon, Michigan 49442

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (5)

Ticket: # 1021625 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:47:59 PM

City/State/Zip: Chicago, Illinois 60609

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021636 - XXXXXXXX XXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:55:27 PM

City/State/Zip: Hastings, Minnesota 55033

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021631 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:52:47 PM

City/State/Zip: Fort Wayne, Indiana 46825

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021634 - XXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 10:54:52 PM

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

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021635 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 10:54:54 PM

City/State/Zip: Muskegon, Michigan 49442

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1021648 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 11:06:06 PM

City/State/Zip: Union Springs, Alabama 36089

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021654 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 6/6/2016 11:15:25 PM

City/State/Zip: Strafford, New Hampshire 03884

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021659 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 11:25:33 PM

City/State/Zip: Austin, Texas 78749

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021664 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 11:27:59 PM

City/State/Zip: Chambersburg, Pennsylvania 17202

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021665 - Sande Moqiu's complaint re: ISP Zero Rating

Date: 6/6/2016 11:28:08 PM

City/State/Zip: Selma, Oregon 97538

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021678 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 11:34:45 PM

City/State/Zip: Cambria Heights, New York 11411

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021689 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 11:39:15 PM

City/State/Zip: Columbus, Georgia 31909

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021690 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 11:39:33 PM

City/State/Zip: Columbus, Ohio 43219

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.
Gregory Smith

Ticket: # 1021692 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/6/2016 11:40:26 PM

City/State/Zip: Ramsey, New Jersey 07446

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021717 - XXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:06:26 AM

City/State/Zip: Centennial, Colorado 80015

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021718 - XXXXXXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:07:09 AM

City/State/Zip: Winnetka, California 91306

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.
Christopher Andrew Berner

Ticket: # 1021721 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:10:31 AM

City/State/Zip: Appleton, Wisconsin 54911

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021730 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:21:11 AM

City/State/Zip: Buffalo, New York 14225

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021733 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:21:46 AM

City/State/Zip: West Babylon, New York 11704

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021741 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:26:00 AM

City/State/Zip: Milwaukee, Wisconsin 53222

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021742 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:26:11 AM

City/State/Zip: Saint Paul, Minnesota 55122

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021745 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:28:13 AM

City/State/Zip: Lake Forest, California 92630

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021752 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:32:29 AM

City/State/Zip: Oakland, California 94606

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021753 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:33:53 AM

City/State/Zip: Phoenix, Arizona 85016

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021755 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:35:17 AM

City/State/Zip: Phoenix, Arizona 85016

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021756 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:37:03 AM

City/State/Zip: Portland, Oregon 97266

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021758 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:38:57 AM

City/State/Zip: Dothan, Alabama 36301

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021759 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:45:27 AM

City/State/Zip: Eagle, Idaho 83616

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021764 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:50:18 AM

City/State/Zip: Boulder, Colorado 80303

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021767 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:53:52 AM

City/State/Zip: Berkeley, California 94703

Company Complaining About: AT&T

Description

This is not ok. Please respect the mandate of the FCC and the voices of your customers.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021804 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:11:38 AM

City/State/Zip: Florence, Alabama 35630

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021770 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:56:19 AM

City/State/Zip: Marietta, Georgia 30060

Company Complaining About: T Mobile

Description

I'm counting on you FCC to do the Right Thing... Stop Them, Please.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021774 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:03:00 AM

City/State/Zip: Pendleton, Oregon 97801

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021775 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:06:26 AM

City/State/Zip: Spokane, Washington 99201

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021798 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:53:40 AM

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021799 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:57:50 AM

City/State/Zip: Huntington Beach, California 92646

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. I am always getting throttled after hitting my data cap!!

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.
Stephanie Bridgeman

Ticket: # 1021803 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:07:25 AM

City/State/Zip: Los Angeles, California 90024

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021808 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:30:44 AM

City/State/Zip: Manassas, Virginia 20112

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021813 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:43:24 AM

City/State/Zip: Indianapolis, Indiana 46237

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021815 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:49:45 AM

City/State/Zip: Tucson, Arizona 85742

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021820 - XXXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:14:05 AM

City/State/Zip: Pittsburgh, Pennsylvania 15221

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021827 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:32:25 AM

City/State/Zip: Simi Valley, California 93063

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021851 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:09:09 AM

City/State/Zip: Pinehurst, Idaho 83850

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021854 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:27:25 AM

City/State/Zip: Mission Hills, California 91345

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.
Christine velasquez

Ticket: # 1021872 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:25:27 AM

City/State/Zip: Santa Rosa, California 95409

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021859 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:47:22 AM

City/State/Zip: Los Angeles, California 90016

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021862 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:49:59 AM

City/State/Zip: Maumee, Ohio 43537

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

Ticket: # 1021866 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:55:11 AM

City/State/Zip: Maumee, Ohio 43537

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021880 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 7:26:47 AM

City/State/Zip: Morgan City, Louisiana 70380

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021881 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 7:30:31 AM

City/State/Zip: Buffalo, New York 14225

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021883 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 7:34:32 AM

City/State/Zip: Milwaukee, Wisconsin 53209

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6) [REDACTED]

Ticket: # 1021894 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: Clarksburg, Maryland 20871

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1021897 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:01:07 AM

City/State/Zip: Oak Park, Illinois 60302

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021900 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:03:34 AM

City/State/Zip: Atlanta, Georgia 30344

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021902 - XXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:04:50 AM

City/State/Zip: Winston Salem, North Carolina 27104

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021916 - XXXXXXXX X's complaint re: ISP Zero Rating

Date: 6/7/2016 8:23:51 AM

City/State/Zip: San Antonio, Texas 78232

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021917 - XXXXXXXX X's complaint re: ISP Zero Rating

Date: 6/7/2016 8:24:31 AM

City/State/Zip: San Antonio, Texas 78232

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021931 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:42:40 AM

City/State/Zip: Los Angeles, California 90049

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021933 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:43:17 AM

City/State/Zip: Troy, Michigan 48098

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1021934 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:43:29 AM

City/State/Zip: Philadelphia, Pennsylvania 19103

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022198 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:38:30 AM

City/State/Zip: Cedar Falls, Iowa 50613

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022026 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:14:54 AM

City/State/Zip: Sparta, Wisconsin 54656

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022053 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:29:46 AM

City/State/Zip: Lewistown, Pennsylvania 17044

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022060 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:35:03 AM

City/State/Zip: Rosemount, Minnesota 55068

Company Complaining About: T Mobile

Description

Good morning FCC Team! I understand you probably receive thousands of form complaints a day. You are doing good work! Thanks for listening.

My carrier, T-Mobile, is violating rules the FCC put in place. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off their Binge On plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022061 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:35:36 AM

City/State/Zip: Greeley, Colorado 80634

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022072 - XXXXXXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 9:43:00 AM

City/State/Zip: Saint Paul, Minnesota 55113

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022081 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:50:05 AM

City/State/Zip: Elizabethtown, Kentucky 42701

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022952 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:35:10 PM

City/State/Zip: Moses Lake, Washington 98837

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022141 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:14:12 AM

City/State/Zip: Rock Hill, South Carolina 29732

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022159 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:21:40 AM

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

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022172 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:26:29 AM

City/State/Zip: Sparks, Nevada 89436

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022177 - XXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:28:36 AM

City/State/Zip: Hopatcong, New Jersey 07843

Company Complaining About: Verizon

Description

I know Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022223 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:49:18 AM

City/State/Zip: Minneapolis, Minnesota 55409

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022241 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:53:36 AM

City/State/Zip: Cape Coral, Florida 33909

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022269 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:05:25 AM

City/State/Zip: Baltimore, Maryland 21212

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022281 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:09:56 AM

City/State/Zip: Santa Clarita, California 91350

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022288 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:14:22 AM

City/State/Zip: Waukegan, Illinois 60085

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022356 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:39:08 AM

City/State/Zip: Minneapolis, Minnesota 55418

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022303 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:19:58 AM

City/State/Zip: Melbourne, Florida 32940

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022377 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:42:29 AM

City/State/Zip: Catasauqua, Pennsylvania 18032

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022370 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:41:09 AM

City/State/Zip: Yelm, Washington 98597

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022372 - XXXX XXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 11:41:18 AM

City/State/Zip: Richmond, Virginia 23223

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Arly Ross

Ticket: # 1022382 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:44:15 AM

City/State/Zip: Somerset, New Jersey 08875

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022452 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:02:28 PM

City/State/Zip: Kings Park, New York 11754

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022408 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:52:20 AM

City/State/Zip: Warrenton, Virginia 20186

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022422 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:57:54 AM

City/State/Zip: Asheville, North Carolina 28803

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022441 - XXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:00:31 PM

City/State/Zip: Miami, Florida 33172

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022442 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:00:55 PM

City/State/Zip: West Hartford, Connecticut 06110

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022472 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:04:35 PM

City/State/Zip: Golden, Colorado 80401

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022443 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:01:08 PM

City/State/Zip: Chula Vista, California 91910

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022444 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:01:46 PM

City/State/Zip: Westmont, Illinois 60559

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022447 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:01:58 PM

City/State/Zip: Kings Park, New York 11754

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022448 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:02:04 PM

City/State/Zip: Boulder, Colorado 80301

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022478 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:05:57 PM

City/State/Zip: Baton Rouge, Louisiana 70820

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022456 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:03:03 PM

City/State/Zip: Jacksonville, Florida 32218

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022458 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:03:09 PM

City/State/Zip: Torrance, California 90501

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022459 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:03:35 PM

City/State/Zip: North Hollywood, California 91605

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022473 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:04:39 PM

City/State/Zip: Fort Worth, Texas 76102

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022477 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:05:48 PM

City/State/Zip: Golden, Colorado 80401

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022487 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/7/2016 12:08:06 PM**City/State/Zip:** Charlotte, North Carolina 28270**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022489 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:08:19 PM

City/State/Zip: Boulder, Colorado 80302

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022498 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:09:30 PM

City/State/Zip: Eugene, Oregon 97403

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022501 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:10:03 PM

City/State/Zip: Carlsbad, California 92009

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022503 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:10:13 PM

City/State/Zip: Myrtle Beach, South Carolina 29579

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022504 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:10:23 PM

City/State/Zip: Prospect, New York 13435

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022559 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:18:44 PM

City/State/Zip: Loveland, Ohio 45140

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022512 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:11:37 PM

City/State/Zip: Venice, California 90291

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022518 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:12:08 PM

City/State/Zip: Dania, Florida 33004

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022522 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:12:52 PM

City/State/Zip: Dania, Florida 33004

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022529 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:13:49 PM

City/State/Zip: Foster, Rhode Island 02825

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022531 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:13:59 PM

City/State/Zip: Martinsburg, West Virginia 25401

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022533 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:14:08 PM

City/State/Zip: Paducah, Kentucky 42001

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022535 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:14:11 PM

City/State/Zip: New York, New York 10009

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022536 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:14:23 PM

City/State/Zip: New Haven, Connecticut 06511

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

(PERSONAL ASIDE: I don't watch cable, and I watch video bloggers on YouTube. None of the people I watch online have enough money to pay those fees, and I shouldn't have my connection to their content throttled because Comcast thinks I'm watching cable! The web series I watch are also almost exclusively LGBTQ+, 10-minute-long videos with no company affiliation, conference recaps from nonprofit professional conferences I can't afford to attend in person, or video tutorials on how to use software — which benefit greatly from HD. Comcast is privileging mainstream content and punishing independent media viewers like me.)

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022539 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:14:56 PM

City/State/Zip: Ann Arbor, Michigan 48108

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022541 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:15:39 PM

City/State/Zip: Danville, Indiana 46122

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022545 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:16:13 PM

City/State/Zip: Lewiston, Maine 04240

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022546 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:16:39 PM

City/State/Zip: Margate, Florida 33063

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022548 - XXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:16:57 PM

City/State/Zip: Magnolia, Texas 77354

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022554 - XXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:18:08 PM

City/State/Zip: Raleigh, North Carolina 27613

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022555 - XX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:18:10 PM

City/State/Zip: West Bend, Wisconsin 53095

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022560 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:19:10 PM

City/State/Zip: Middletown, Ohio 45044

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022562 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:19:11 PM

City/State/Zip: Schaumburg, Illinois 60194

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022565 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:19:45 PM

City/State/Zip: Schaumburg, Illinois 60194

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022566 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:19:45 PM

City/State/Zip: Brookline, Massachusetts 02445

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022570 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:20:30 PM

City/State/Zip: Pittsburgh, Pennsylvania 15219

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022574 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:21:44 PM

City/State/Zip: Rochester, New York 14612

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022576 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:21:56 PM

City/State/Zip: Boynton Beach, Florida 33426

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022603 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:29:45 PM

City/State/Zip: Twin Lakes, Wisconsin 53181

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022581 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:23:33 PM

City/State/Zip: Camden, New Jersey 08104

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022582 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:23:36 PM

City/State/Zip: Cedar Rapids, Iowa 52405

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022589 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:25:08 PM

City/State/Zip: Damariscotta, Maine 04543

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022720 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:54:04 PM

City/State/Zip: Hudson, New Hampshire 03051

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022592 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:26:24 PM

City/State/Zip: Pocahontas, Arkansas 72455

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1022593 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:26:43 PM

City/State/Zip: Baton Rouge, Louisiana 70816

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022594 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:26:57 PM

City/State/Zip: San Diego, California 92126

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022599 - XXXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 12:28:58 PM

City/State/Zip: Phoenix, Arizona 85013

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022601 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:29:40 PM

City/State/Zip: Hayden, Idaho 83835

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022742 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:59:26 PM

City/State/Zip: Greenbelt, Maryland 20770

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022617 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:32:10 PM

City/State/Zip: Saint Cloud, Florida 34769

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022649 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:38:10 PM

City/State/Zip: Lake Worth, Florida 33467

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022647 - XXXXXXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 12:37:51 PM

City/State/Zip: Colorado Springs, Colorado 80920

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022650 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:38:26 PM

City/State/Zip: Lake Worth, Florida 33467

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022654 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:38:56 PM

City/State/Zip: Astoria, Oregon 97103

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022719 - sean george's complaint re: ISP Zero Rating

Date: 6/7/2016 12:53:36 PM

City/State/Zip: Lacey, Washington 98503

Company Complaining About: AT&T

Description

Please, do the right thing, fill your pockets with money by earning it not by stepping on us for the sake of a fat, money filled handshake.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1022656 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:39:16 PM

City/State/Zip: Astoria, Oregon 97103

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022658 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:39:37 PM

City/State/Zip: Kissimmee, Florida 34744

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate. This is another example of big companies abusing their power.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022668 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:41:33 PM

City/State/Zip: Boca Raton, Florida 33434

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022663 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:40:23 PM

City/State/Zip: Cupertino, California 95014

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022666 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:40:47 PM

City/State/Zip: Houston, Texas 77092

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022667 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:41:21 PM

City/State/Zip: Boca Raton, Florida 33434

Company Complaining About: Comcast

Description

I AM A COMCAST CUSTOMER (TV & INTERNET). I MAY CANCEL INTERNET, AND ENCOURAGE MY CONDO TO CANCEL TV CONTRACT (NON-RENEW)

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022670 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:42:07 PM

City/State/Zip: Mount Vernon, Washington 98274

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022680 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:43:30 PM

City/State/Zip: Minneapolis, Minnesota 55421

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022681 - XXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:43:58 PM

City/State/Zip: Ennis, Texas 75119

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022743 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:59:34 PM

City/State/Zip: Springfield, Tennessee 37172

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022683 - XX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:44:11 PM

City/State/Zip: Minneapolis, Minnesota 55408

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022686 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:45:35 PM

City/State/Zip: Winthrop Harbor, Illinois 60096

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022698 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:48:18 PM

City/State/Zip: Kissimmee, Florida 34744

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022706 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:49:56 PM

City/State/Zip: Fort Lauderdale, Florida 33334

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022712 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:51:44 PM

City/State/Zip: Ann Arbor, Michigan 48103

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022714 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:52:02 PM

City/State/Zip: Floyd, Virginia 24091

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022779 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:05:09 PM

City/State/Zip: Palm Harbor, Florida 34683

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022733 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:57:36 PM

City/State/Zip: New Castle, Delaware 19720

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022734 - Larry Coles's complaint re: ISP Zero Rating

Date: 6/7/2016 12:57:59 PM

City/State/Zip: Greenwood, Indiana 46142

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I am spending as much as I can afford on these services. It is wrong to impose these restrictions on customers who have been loyal to AT&T. I am on a fixed income and don't want what I'm paying for restricted by underhanded tactics that are described in this complaint. I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022740 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 12:58:54 PM

City/State/Zip: Ventura, California 93003

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

Ticket: # 1022756 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:02:08 PM

City/State/Zip: Menlo Park, California 94025

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022770 - XXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:04:05 PM

City/State/Zip: Columbia, South Carolina 29212

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022771 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:04:23 PM

City/State/Zip: Augusta, Georgia 30909

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022773 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:04:42 PM

City/State/Zip: Palm Harbor, Florida 34683

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022776 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:04:56 PM

City/State/Zip: Georgetown, Delaware 19947

Company Complaining About: Comcast

Description

I was hoping that the fight was over but ISPs are finding ways to get around Net Neutrality by zero-rating their own content and content by companies that pay extra for their service. I don't want an ISP to control what I see. That is NOT the way of the internet.

During our latest recession, many people started their own businesses and rely on the internet to reach a wide customer base. With zero-rating, ISPs will push out these small businesses because they can not afford to pay the ISPs extra to get their content shown.

If you tell customers they can drive in this lane for free (and the ISP owns that lane), the other lanes will suffer unless they pay up.

This is NOT Neutrality!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022780 - XX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:05:20 PM

City/State/Zip: Eugene, Oregon 97404

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022781 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:05:27 PM

City/State/Zip: Philadelphia, Pennsylvania 19138

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022791 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:06:49 PM

City/State/Zip: Brooklyn, New York 11216

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022806 - XXXXX XXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 1:08:46 PM

City/State/Zip: Tacoma, Washington 98444

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022808 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:09:11 PM

City/State/Zip: Hobe Sound, Florida 33455

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022809 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:09:28 PM

City/State/Zip: Amarillo, Texas 79109

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022822 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:14:11 PM

City/State/Zip: Philipsburg, Pennsylvania 16866

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022816 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:11:29 PM

City/State/Zip: Erie, Pennsylvania 16509

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022820 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:13:21 PM

City/State/Zip: Citrus Heights, California 95610

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022826 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:15:18 PM

City/State/Zip: Houston, Texas 77082

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022828 - Maryann Piccione's Maryann Piccione's complaint re: ISP Zero Rating

Date: 6/7/2016 1:15:35 PM

City/State/Zip: Holiday, Florida 34690

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022829 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:15:40 PM

City/State/Zip: Springfield, Tennessee 37172

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022832 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:16:03 PM

City/State/Zip: West Palm Beach, Florida 33409

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022833 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:16:04 PM

City/State/Zip: Merrimack, New Hampshire 03054

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022836 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:16:25 PM

City/State/Zip: Merrimack, New Hampshire 03054

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022839 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:16:50 PM

City/State/Zip: Minneapolis, Minnesota 55430

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022842 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:16:57 PM

City/State/Zip: Wenatchee, Washington 98801

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022845 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:17:25 PM

City/State/Zip: Seattle, Washington 98144

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022851 - XXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 1:18:25 PM

City/State/Zip: Miami, Florida 33137

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022852 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:18:26 PM

City/State/Zip: Hacienda Heights, California 91745

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022853 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:18:33 PM

City/State/Zip: Arlington Heights, Illinois 60004

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022855 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:18:59 PM

City/State/Zip: Spokane, Washington 99208

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022858 - XXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:19:21 PM

City/State/Zip: Berkeley, California 94705

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022861 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:19:42 PM

City/State/Zip: Tampa, Florida 33604

Company Complaining About: Comcast

Description

The huge and hugely merged communications companies that must already violate our anti-trust laws, which no one seems to enforce any longer--MUCH TO THE DESTRUCTION OF OUR COUNTRY AND CERTAINLY TO THE DESTRUCTION OF OUR MIDDLE CLASS and what used to be called the "rule of law"--are at it again. They are already so egregiously profitable and wealthy that they are now doing everything they can to cheat the Net Neutrality laws We The People fought to put in place in order to protect consumers AND non-profits AND start-up companies AND on and on in order to become even MORE FILTHY RICH at anyone and everyone else's expense and disaster.

You must stop them, and you must stop them transparently.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022863 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:19:48 PM

City/State/Zip: Madison, Wisconsin 53704

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022871 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:21:37 PM

City/State/Zip: Lansdale, Pennsylvania 19446

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022865 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:20:26 PM

City/State/Zip: Los Angeles, California 90047

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022866 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:20:47 PM

City/State/Zip: Waverly, Tennessee 37185

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022868 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:21:18 PM

City/State/Zip: Fort Myers, Florida 33967

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022869 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:21:25 PM

City/State/Zip: Eureka, California 95501

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022872 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:21:41 PM

City/State/Zip: Cedar Rapids, Iowa 52403

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022874 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:21:42 PM

City/State/Zip: Oswego, New York 13126

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022877 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:22:06 PM

City/State/Zip: Boston, Massachusetts 02111

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022878 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:22:30 PM

City/State/Zip: Smackover, Arkansas 71762

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. There has been political bullying also!!!!!!

(b) (6)

Ticket: # 1022879 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:22:52 PM

City/State/Zip: Silver Spring, Maryland 20906

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022881 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:23:13 PM

City/State/Zip: Raleigh, North Carolina 27608

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022882 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:23:22 PM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022883 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:23:39 PM

City/State/Zip: Minneapolis, Minnesota 55431

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022889 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:24:19 PM

City/State/Zip: Fort Myers, Florida 33967

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022895 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:25:43 PM

City/State/Zip: Olathe, Kansas 66062

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022899 - XXXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:26:49 PM

City/State/Zip: Anchorage, Alaska 99502

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022901 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:26:54 PM

City/State/Zip: Ewing, New Jersey 08638

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022905 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:27:35 PM

City/State/Zip: North Richland Hills, Texas 76180

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022910 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:28:21 PM

City/State/Zip: Salt Lake City, Utah 84106

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022911 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:28:22 PM

City/State/Zip: Springboro, Ohio 45066

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022913 - XXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:28:37 PM

City/State/Zip: Pittsburgh, Pennsylvania 15217

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022914 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 1:28:49 PM

City/State/Zip: Silver Spring, Maryland 20903

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022915 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:28:57 PM

City/State/Zip: Santa Monica, California 90402

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022926 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:30:44 PM

City/State/Zip: Waldorf, Maryland 20603

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022949 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:34:35 PM

City/State/Zip: Tucson, Arizona 85741

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022931 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:31:17 PM

City/State/Zip: Tucson, Arizona 85733

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022933 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:31:23 PM

City/State/Zip: Hoover, Alabama 35226

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1022938 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:32:41 PM

City/State/Zip: Fresno, California 93722

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (5)

Ticket: # 1022939 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:33:01 PM

City/State/Zip: Bloomington, Illinois 61701

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022950 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:35:01 PM

City/State/Zip: Myrtle Beach, South Carolina 29577

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022941 - XXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:33:41 PM

City/State/Zip: Oakland, California 94606

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022942 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:33:43 PM

City/State/Zip: Midland, North Carolina 28107

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022943 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:33:55 PM

City/State/Zip: New York, New York 10030

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Deborah Storms

Ticket: # 1022946 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:34:25 PM

City/State/Zip: Richmond, Indiana 47374

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022947 - XXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:34:33 PM

City/State/Zip: Wyandotte, Michigan 48192

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022948 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:34:33 PM

City/State/Zip: Oxnard, California 93035

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022956 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:36:58 PM

City/State/Zip: Austin, Texas 78745

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022958 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:37:08 PM

City/State/Zip: Honolulu, Hawaii 96817

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022960 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:37:21 PM

City/State/Zip: Cockeysville, Maryland 21030

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022961 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:37:21 PM

City/State/Zip: Hialeah, Florida 33010

Company Complaining About: Comcast

Description

When my Comcast plan changed to be limited and capped at 300 gigabytes with overage penalties last year, I had to completely change my way of using the internet at home. I could no longer watch as many shows as I barely had time to watch, my videos had to be streamed at lower qualities, and I couldn't download my new games from Steam because of how much data was needed for them. My use for the internet has mainly been for entertainment and now I have to worry about how much of it I use. That shouldn't be the case for anyone. We shouldn't be limited on the sources and how much of the internet we use just so that a few companies can make more money off of what they limit their customers to.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022963 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:37:24 PM

City/State/Zip: Redding, California 96049

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022965 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:37:40 PM

City/State/Zip: Nashville, Tennessee 37206

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022976 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:40:31 PM

City/State/Zip: Huntington, West Virginia 25704

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023001 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:43:13 PM

City/State/Zip: San Antonio, Texas 78260

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022983 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:41:13 PM

City/State/Zip: Saint Louis, Missouri 63108

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022985 - AT&T Data Caps**Date:** 6/7/2016 1:41:24 PM**City/State/Zip:** Coral Springs, Florida 33065**Company Complaining About:** AT&T

Description

This billing cycle I was introduced to AT&T's data caps. I am a "cord-cutter" and stopped purchasing TV through AT&T about a year ago. The current plan limits me to 600GB a month of data, where previously I had unlimited data. If I go over, I am forced to pay \$10 per 50 GB or pay \$30 for unlimited data. I am being told to pay \$30 more per month unless I purchase one of AT&T's TV packages. This amounts to nothing more than extortion. I have one other option for internet at my house, which is Advance Cable, but they have even worse data caps themselves AND are more expensive.

While 600GB may seem like a lot, I can run into those caps easily. I work as a software engineer, sometimes working from home, I play videos games on multiple devices, I also do hobby programming at home, and I watch plenty of internet TV (Netflix, HBO Now, and Crunchyroll to name a few). All of these activities add up to a huge amount of data.

I will support the FCC to do anything to get rid of these data caps (whether AT&T and the rest of big cable wants to call it that is up to them), and I will also be writing my congressmen/women and governor to work on classifying internet as a utility. I want more competition and no extortion. I want cities to be able to build municipal internet systems in order to get away from these monopolies/duopolies.

Ticket: # 1022986 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:41:36 PM

City/State/Zip: Trenton, Tennessee 38382

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022990 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:42:18 PM

City/State/Zip: Portland, Oregon 97219

Company Complaining About: Comcast

Description

My name is Bradley Boyd,

A customer of Comcast and T-Mobile

I believe in protecting the Internet as a form of free speech and also protecting the openness that made it great. The Internet is the open space of air between people that allows us to quickly communicate ideas and allows us to be free easier. Do not allow Comcast and other big corporations to circumvent net neutrality!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1022991 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:42:32 PM

City/State/Zip: El Segundo, California 90245

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1022994 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:42:44 PM

City/State/Zip: Chicago, Illinois 60624

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023011 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:43:53 PM

City/State/Zip: Saugerties, New York 12477

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023006 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:43:37 PM

City/State/Zip: Havertown, Pennsylvania 19083

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023007 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:43:43 PM

City/State/Zip: Kew Gardens, New York 11415

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023008 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/7/2016 1:43:45 PM**City/State/Zip:** Mount Vernon, Washington 98274**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023010 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:43:53 PM

City/State/Zip: Shelbyville, Kentucky 40065

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1023012 - XXXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/7/2016 1:44:03 PM**City/State/Zip:** Rancho Cucamonga, California 91730**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023014 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:44:09 PM

City/State/Zip: Havertown, Pennsylvania 19083

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023015 - XXXXX XXXX's complaint re: ISP Zero Rating**Date:** 6/7/2016 1:44:13 PM**City/State/Zip:** Kew Gardens, New York 11415**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023022 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:44:49 PM

City/State/Zip: Scranton, Pennsylvania 18505

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023024 - XXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:45:09 PM

City/State/Zip: Charlotte, North Carolina 28210

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

Ticket: # 1023025 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:45:17 PM

City/State/Zip: Boissevain, Virginia 24606

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023027 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:45:32 PM

City/State/Zip: Long Beach, California 90803

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023034 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:47:21 PM

City/State/Zip: Wheaton, Illinois 60187

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023038 - XXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:48:03 PM

City/State/Zip: Phoenix, Arizona 85086

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023041 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:48:15 PM

City/State/Zip: Roselle, New Jersey 07203

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023047 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:49:23 PM

City/State/Zip: Muskegon, Michigan 49442

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023048 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:49:23 PM

City/State/Zip: Bartonville, Illinois 61607

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023050 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:49:43 PM

City/State/Zip: Providence, Rhode Island 02909

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023054 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:50:39 PM

City/State/Zip: Teaticket, Massachusetts 02536

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023069 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:54:58 PM

City/State/Zip: Providence, Rhode Island 02909

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023057 - XXXXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 1:51:49 PM

City/State/Zip: Colchester, Connecticut 06415

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023062 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:53:18 PM

City/State/Zip: Emeryville, California 94608

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023064 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:53:32 PM

City/State/Zip: Mesa, Arizona 85215

Company Complaining About: Comcast

Description

The FCC, only last year, protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out.

Now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet. You know it, and I know it.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others.

But now Comcast has found another way to pick winners and losers: It applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage.

Also, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I absolutely do not want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all.

Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps.

This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch.

Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to DO ITS JOB and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023068 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:54:27 PM

City/State/Zip: Mesa, Arizona 85215

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023071 - XX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:55:10 PM

City/State/Zip: San Jose, California 95116

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023072 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:55:18 PM

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

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023075 - XXXXXXXXXX XXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:55:38 PM

City/State/Zip: Austin, Texas 78745

Company Complaining About: AT&T

Description

PLEASE HOLD THE LINE, KEEP NET NEUTRALITY! Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet. AND: This is all these anti-regulatory businesses attorneys do all day, every day. And, get paid handsomely.

NOTE:

This is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

Are you allow LIBRARIES to control how much info we can soak up in a month?

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Many app SAY they are "free" & thdStartups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1023078 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:56:15 PM

City/State/Zip: Chicago, Illinois 60614

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023080 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:56:54 PM

City/State/Zip: Chicago, Illinois 60614

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1023081 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:57:00 PM

City/State/Zip: Cranston, Rhode Island 02920

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023086 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:57:36 PM

City/State/Zip: Tulsa, Oklahoma 74114

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

John Hartman

Ticket: # 1023087 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:57:58 PM

City/State/Zip: Puyallup, Washington 98371

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023092 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:58:53 PM

City/State/Zip: Tulsa, Oklahoma 74114

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023094 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:59:13 PM

City/State/Zip: Ivins, Utah 84738

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023098 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:59:57 PM

City/State/Zip: Santa Rosa, California 95407

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023099 - XXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 1:59:59 PM

City/State/Zip: Miranda, California 95553

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023104 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:01:31 PM

City/State/Zip: Gibsonville, North Carolina 27249

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023105 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:01:45 PM

City/State/Zip: Salt Lick, Kentucky 40371

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023106 - XXXXX XXXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 2:01:48 PM

City/State/Zip: Mountain View, California 94040

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023109 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:02:43 PM

City/State/Zip: College Grove, Tennessee 37046

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1023111 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:03:07 PM

City/State/Zip: Newburyport, Massachusetts 01950

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023115 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:03:42 PM

City/State/Zip: Post Falls, Idaho 83854

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023127 - XXXXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:05:35 PM

City/State/Zip: Austin, Texas 78745

Company Complaining About: AT&T

Description

Are our libraries next? How can the FCC allow ANYONE to limit or control what information (DATA) WE CAN ACCESS???

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet. So many apps say they are "FREE". Then there are numerous "in-app" costs! Free? NO!

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023128 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:06:15 PM

City/State/Zip: Oakland, California 94601

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023142 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:10:02 PM

City/State/Zip: Kailua, Hawaii 96734

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023131 - XXXXXX X's complaint re: ISP Zero Rating

Date: 6/7/2016 2:07:56 PM

City/State/Zip: Denton, Texas 76210

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023132 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:08:21 PM

City/State/Zip: Goshen, New York 10924

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023133 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:08:23 PM

City/State/Zip: Culver City, California 90230

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023136 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:08:47 PM

City/State/Zip: Belleville, Michigan 48111

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023139 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:09:38 PM

City/State/Zip: Marietta, Georgia 30066

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023158 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:12:13 PM

City/State/Zip: Portland, Oregon 97236

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023149 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:10:46 PM

City/State/Zip: Madison, Wisconsin 53704

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023156 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 2:11:51 PM

City/State/Zip: Lake Worth, Florida 33460

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023157 - Internet Caps**Date:** 6/7/2016 2:12:05 PM**City/State/Zip:** Biloxi, Mississippi 39531**Company Complaining About:** Cable One

Description

Cable One applies data caps to their internet plans. In my area, they are the only service that provides internet above 6Mbps. Additionally, they are the only hard-wired provider of premium (not local) channels and therefore charge ridiculous amounts for basically nothing. To get ~100 channels with HD and whole home DVR would cost >\$100 while satellite and areas with other services are able to get the same setup (with the potential for bundles) for significantly less. Bundling does not make anything better since their reduced rates are only for 3-6 months. Having an arbitrary data cap prevents me from being able to not have cable or satellite TV as I will have to pay extra each month for going over the data cap.

Recent news articles have CEOs admitting that infrastructure costs (of a properly deployed and maintained infrastructure) are dropping much faster than the increase in data traffic. Therefore, data caps should not be allowed as they are only limiting consumers and preventing a fair market.

Ticket: # 1023160 - XXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:12:49 PM

City/State/Zip: Woodbridge, Virginia 22192

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023171 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:14:09 PM

City/State/Zip: Fairfax, Virginia 22032

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now that is threatened again.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023172 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:14:47 PM

City/State/Zip: Normal, Illinois 61761

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023230 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:26:51 PM

City/State/Zip: Little Rock, Arkansas 72211

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023216 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:24:00 PM

City/State/Zip: Chauncey, Ohio 45719

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023190 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:17:49 PM

City/State/Zip: King Of Prussia, Pennsylvania 19406

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1023233 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:27:11 PM

City/State/Zip: Pine Bluff, Arkansas 71601

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6) [REDACTED]

Ticket: # 1023198 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:18:55 PM

City/State/Zip: Louisville, Tennessee 37777

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023234 - XXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:27:14 PM

City/State/Zip: Hillsboro, Oregon 97123

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023247 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:29:26 PM

City/State/Zip: Phoenix, Arizona 85043

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023211 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:22:56 PM

City/State/Zip: Wichita, Kansas 67203

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023214 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:23:24 PM

City/State/Zip: Banning, California 92220

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023232 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:27:02 PM

City/State/Zip: Alexandria, Kentucky 41001

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023220 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:25:13 PM

City/State/Zip: Fort Pierce, Florida 34951

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023229 - Ellen Mahan 's complaint re: ISP Zero Rating

Date: 6/7/2016 2:26:49 PM

City/State/Zip: Willowbrook, Illinois 60527

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023242 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:28:46 PM

City/State/Zip: Scarsdale, New York 10583

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023244 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:29:01 PM

City/State/Zip: Chino, California 91710

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023686 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:04:17 PM

City/State/Zip: Castor, Louisiana 71016

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023249 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:30:01 PM

City/State/Zip: Chino, California 91710

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023250 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:30:15 PM

City/State/Zip: Eugene, Oregon 97405

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023254 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:31:21 PM

City/State/Zip: Plantation, Florida 33323

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023269 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:35:31 PM

City/State/Zip: Felton, California 95018

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023263 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:32:39 PM

City/State/Zip: Whitesburg, Tennessee 37891

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023281 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:37:22 PM

City/State/Zip: Findlay, Ohio 45840

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1023282 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:38:05 PM

City/State/Zip: Sunnyvale, California 94087

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023287 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:40:05 PM

City/State/Zip: Knoxville, Tennessee 37919

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023291 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:40:25 PM

City/State/Zip: New York, New York 10027

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023292 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:40:56 PM

City/State/Zip: Austin, Texas 78756

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023381 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:57:38 PM

City/State/Zip: Lutherville Timonium, Maryland 21093

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023307 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:43:48 PM

City/State/Zip: Guntown, Mississippi 38849

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1023310 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:44:07 PM

City/State/Zip: Guntown, Mississippi 38849

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023325 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:47:24 PM

City/State/Zip: Colorado Springs, Colorado 80919

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023326 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:47:36 PM

City/State/Zip: Tacoma, Washington 98445

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023328 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:47:58 PM

City/State/Zip: Vallejo, California 94590

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023330 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:48:15 PM

City/State/Zip: Colorado Springs, Colorado 80919

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023405 - XXXXXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 3:05:40 PM

City/State/Zip: Rio Rancho, New Mexico 87124

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023342 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:50:16 PM

City/State/Zip: Ocala, Florida 34471

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023343 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:50:45 PM

City/State/Zip: Miami, Florida 33176

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023345 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:51:09 PM

City/State/Zip: Miami, Florida 33176

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023347 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:51:15 PM

City/State/Zip: Santa Rosa, California 95404

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023354 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:52:47 PM

City/State/Zip: Toms River, New Jersey 08753

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023365 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:54:08 PM

City/State/Zip: Lutherville Timonium, Maryland 21093

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023358 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:53:23 PM

City/State/Zip: Toms River, New Jersey 08753

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023360 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:53:42 PM

City/State/Zip: Modesto, California 95350

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023363 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:54:01 PM

City/State/Zip: Aurora, Missouri 65605

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023364 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:54:06 PM

City/State/Zip: San Jose, California 95123

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023369 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:55:34 PM

City/State/Zip: Carrollton, Texas 75010

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023376 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:56:49 PM

City/State/Zip: Dallas, Texas 75287

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023377 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 2:57:02 PM

City/State/Zip: Phoenix, Arizona 85051

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023388 - XXXXXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 3:00:19 PM

City/State/Zip: Big Stone Gap, Virginia 24219

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023406 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:05:57 PM

City/State/Zip: Mountlake Terrace, Washington 98043

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023397 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:02:27 PM

City/State/Zip: Ipswich, Massachusetts 01938

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1023404 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:05:00 PM

City/State/Zip: Mount Pleasant, Michigan 48858

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023407 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:06:11 PM

City/State/Zip: Smithton, Pennsylvania 15479

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023429 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:11:43 PM

City/State/Zip: Riverside, Rhode Island 02915

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023422 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:10:27 PM

City/State/Zip: Kennesaw, Georgia 30152

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023425 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:10:45 PM

City/State/Zip: Bellingham, Washington 98226

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023428 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:11:34 PM

City/State/Zip: Orlando, Florida 32810

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023588 - XXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:49:40 PM

City/State/Zip: Glendale, Arizona 85303

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023448 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:17:16 PM

City/State/Zip: Houston, Texas 77069

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023451 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:18:02 PM

City/State/Zip: Mishawaka, Indiana 46544

Company Complaining About: T Mobile

Description

Note: I am a customer of both Comcast and T-Mobile, I have filed complaint for both ISPs.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023452 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:18:15 PM

City/State/Zip: Pleasanton, California 94566

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023464 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:21:20 PM

City/State/Zip: Ramsey, Indiana 47166

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023481 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:25:46 PM

City/State/Zip: Medway, Massachusetts 02053

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies like my own and my clients', and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps we really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect *consumers* from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023482 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:26:04 PM

City/State/Zip: Federal Way, Washington 98023

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023487 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:28:09 PM

City/State/Zip: Arlington, Texas 76011

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023507 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:31:56 PM

City/State/Zip: Mckinleyville, California 95519

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023558 - XXXXXX XXXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 3:42:18 PM

City/State/Zip: Baton Rouge, Louisiana 70809

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023523 - XXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:34:51 PM

City/State/Zip: Middletown, Connecticut 06457

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023545 - XXXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:40:14 PM

City/State/Zip: Harvard, Massachusetts 01451

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023551 - XXXXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:41:27 PM

City/State/Zip: Joliet, Illinois 60435

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1023599 - XXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:50:58 PM

City/State/Zip: Charlotte, North Carolina 28226

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1023603 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:51:15 PM

City/State/Zip: Boca Raton, Florida 33496

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

Ticket: # 1023629 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:53:10 PM

City/State/Zip: Amelia Court House, Virginia 23002

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1023646 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:55:50 PM

City/State/Zip: Media, Pennsylvania 19063

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023648 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:56:22 PM

City/State/Zip: Media, Pennsylvania 19063

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1023650 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:57:33 PM

City/State/Zip: Elk Grove, California 95624

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1023658 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 3:59:32 PM

City/State/Zip: Lexington, Kentucky 40517

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023664 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:00:46 PM

City/State/Zip: Portland, Oregon 97210

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023670 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:01:47 PM

City/State/Zip: Trumansburg, New York 14886

Company Complaining About: AT&T

Description

Dear FCC:

Last year you protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. Thank you!

But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet. Consumers need your help!

AT&T is breaking the rules, and YOU (the FCC) should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1023692 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:05:52 PM

City/State/Zip: Plymouth, Massachusetts 02360

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023697 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:06:32 PM

City/State/Zip: Mesa, Arizona 85202

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023698 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:06:48 PM

City/State/Zip: Milton, Indiana 47357

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023701 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:07:00 PM

City/State/Zip: Willows, California 95988

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023702 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:07:22 PM

City/State/Zip: Jamaica Plain, Massachusetts 02130

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023707 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:07:55 PM

City/State/Zip: Pacifica, California 94044

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023715 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:09:15 PM

City/State/Zip: Roscoe, Texas 79545

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023716 - XXXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:09:22 PM

City/State/Zip: Emerson, Iowa 51533

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023729 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:12:50 PM

City/State/Zip: Brooklyn, New York 11220

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023731 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:13:02 PM

City/State/Zip: La Mesa, California 91942

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023776 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:22:57 PM

City/State/Zip: Ontario, California 91762

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023740 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:14:45 PM

City/State/Zip: Coushatta, Louisiana 71019

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023743 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:15:02 PM

City/State/Zip: Bloomfield Hills, Michigan 48302

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (5)

Ticket: # 1023748 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:15:46 PM

City/State/Zip: San Rafael, California 94903

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023753 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:16:55 PM

City/State/Zip: West Palm Beach, Florida 33411

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023763 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:19:55 PM

City/State/Zip: Tampa, Florida 33647

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023777 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 4:24:00 PM

City/State/Zip: Philadelphia, Pennsylvania 19106

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023759 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:18:32 PM

City/State/Zip: Bellingham, Washington 98226

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon, Comcast, at&t, and T-Mobile are breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon, Comcast, at&t, and T-Mobile are creating another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in a sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon, Comcast, at&t, and T-Mobile to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay to be zero-rated (who then must pass that cost onto me).

As an Internet customer, I don't want to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon, Comcast, at&t, and T-Mobile for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon, Comcast, at&t, and T-Mobile hate the FCC's Net Neutrality rules and is doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023765 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:19:58 PM

City/State/Zip: Monroeville, Pennsylvania 15146

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023819 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:37:39 PM

City/State/Zip: Spring, Texas 77388

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023790 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 4:29:06 PM

City/State/Zip: Portland, Oregon 97217

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023832 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:39:49 PM

City/State/Zip: Shelton, Washington 98584

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023807 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:33:35 PM

City/State/Zip: Rochester Hills, Michigan 48307

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023808 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:33:58 PM

City/State/Zip: Rochester Hills, Michigan 48307

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023838 - XXXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 4:40:47 PM

City/State/Zip: Allen, Texas 75002

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023841 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:41:30 PM

City/State/Zip: Louisville, Kentucky 40215

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023866 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:48:01 PM

City/State/Zip: Tustin, California 92781

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023878 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:50:31 PM

City/State/Zip: Tustin, California 92781

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023882 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:51:44 PM

City/State/Zip: Daytona Beach, Florida 32114

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023912 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 4:57:45 PM

City/State/Zip: Arlington, Virginia 22204

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023924 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:00:13 PM

City/State/Zip: Lawrence Township, New Jersey 08648

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023934 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:03:08 PM

City/State/Zip: Mount Vernon, New York 10550

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023938 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:04:26 PM

City/State/Zip: Everett, Washington 98201

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023977 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:14:57 PM

City/State/Zip: New Underwood, South Dakota 57761

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024013 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 5:23:41 PM

City/State/Zip: Huntington Beach, California 92647

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023978 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:15:07 PM

City/State/Zip: Lindenwold, New Jersey 08021

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023969 - John Harper's complaint re: ISP Zero Rating

Date: 6/7/2016 5:13:32 PM

City/State/Zip: Saint Petersburg, Florida 33704

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023984 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:16:00 PM

City/State/Zip: Royal Oak, Michigan 48073

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024012 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:23:38 PM

City/State/Zip: Tallahassee, Florida 32301

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1023991 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:17:19 PM

City/State/Zip: Aurora, Colorado 80017

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1023996 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:17:59 PM

City/State/Zip: Villa Park, California 92861

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024006 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:21:38 PM

City/State/Zip: Mount Ulla, North Carolina 28125

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024011 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:22:42 PM

City/State/Zip: Portland, Oregon 97209

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

Ticket: # 1024033 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:30:40 PM

City/State/Zip: Colton, New York 13625

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024036 - Billy Garrison's complaint re: ISP Zero Rating

Date: 6/7/2016 5:31:19 PM

City/State/Zip: Rockford, Illinois 61103

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024037 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:31:33 PM

City/State/Zip: Golden, Colorado 80401

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024057 - XXXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 5:39:31 PM

City/State/Zip: Huntsville, Alabama 35803

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024097 - XXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:55:44 PM

City/State/Zip: Springfield, Virginia 22152

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024091 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:53:52 PM

City/State/Zip: Concord, California 94518

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024086 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:51:54 PM

City/State/Zip: Conway, Arkansas 72034

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024118 - XXXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/7/2016 6:00:16 PM**City/State/Zip:** Austin, Texas 78745**Company Complaining About:** Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024122 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:01:42 PM

City/State/Zip: South Bend, Indiana 46614

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024096 - Data Caps in a Noncompetitive Environment

Date: 6/7/2016 5:55:21 PM

City/State/Zip: Kathleen, Georgia 31047

Company Complaining About: Comsouth

Description

Hello, I am writing to you as a recent victim of the pointless and extortionist data caps currently sweeping the nation, thanks to Comcast. Recently, my family got the internet bill back from last month. Our ISP decided to suddenly impose a 50 GB datacap on us, with little to no warning whatsoever. This is completely ridiculous, especially as we had zero warning the month before, yet were charged for going over.

Unfortunately, there is no other options available to us, so we are forced to accept the cap and are totally unable to do anything about it. This is a massive problem with all the regional monopolies across the states, and the fact Congress has allowed this to happen is revolting to me.

I certainly hope that Congress will not remove too much of the FCC's power, and you will be able to help foster some competition within the States once again, but my hope is quickly falling. Please, using whatever power you can, fight these datacaps as much as possible. They do nothing but extort customers. They serve no other purpose than to squeeze money out of customers with no other options, and it spits directly into the face of what makes capitalism work.

Thank you for your time. Godspeed in your purpose.

Ticket: # 1024103 - XXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:56:52 PM

City/State/Zip: Springfield, Virginia 22152

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024112 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 5:58:13 PM

City/State/Zip: Plattsburgh, New York 12901

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024141 - XXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:05:07 PM

City/State/Zip: Fresno, California 93703

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024168 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:10:50 PM

City/State/Zip: Silver Spring, Maryland 20902

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024200 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:20:46 PM

City/State/Zip: Naples, Florida 34116

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024206 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:22:55 PM

City/State/Zip: American Fork, Utah 84003

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024187 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 6:15:34 PM

City/State/Zip: Rockford, Illinois 61103

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024194 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:19:03 PM

City/State/Zip: Kittitas, Washington 98934

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024197 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:20:14 PM

City/State/Zip: Pine City, Minnesota 55063

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1024205 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:22:39 PM

City/State/Zip: San Antonio, Texas 78250

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1024241 - XXXXXXXXXX XXXXXXXX's XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:38:34 PM

City/State/Zip: Baraboo, Wisconsin 53913

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1024222 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:29:48 PM

City/State/Zip: Birmingham, Alabama 35242

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1024235 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:35:24 PM

City/State/Zip: West Hollywood, California 90046

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024232 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:34:02 PM

City/State/Zip: Lebanon, Illinois 62254

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024243 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:38:36 PM

City/State/Zip: Baraboo, Wisconsin 53913

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1024269 - XXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:47:46 PM

City/State/Zip: Lebanon, Pennsylvania 17042

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024261 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:44:49 PM

City/State/Zip: Bedford, Texas 76022

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024262 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:45:17 PM

City/State/Zip: Americus, Georgia 31709

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1024268 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 6:47:17 PM

City/State/Zip: Lebanon, Pennsylvania 17042

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

Ticket: # 1024531 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:40:31 PM

City/State/Zip: Oakland, Michigan 48363

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

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(b) (6)

Ticket: # 1024310 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 7:04:56 PM

City/State/Zip: Danvers, Massachusetts 01923

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1024341 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 7:14:16 PM

City/State/Zip: Manassas Park, Virginia 20111

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024325 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 7:10:38 PM

City/State/Zip: Livermore, California 94550

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024336 - X XXXXXX's complaint re: ISP Zero Rating**Date:** 6/7/2016 7:13:17 PM**City/State/Zip:** Centennial, Colorado 80121**Company Complaining About:** Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024360 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 7:22:57 PM

City/State/Zip: South Beach, Oregon 97366

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024410 - XXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 7:39:38 PM

City/State/Zip: Charleston, South Carolina 29412

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024472 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:12:40 PM

City/State/Zip: New York, New York 10075

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024378 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 7:31:08 PM

City/State/Zip: Huntington Beach, California 92648

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024386 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 7:32:57 PM

City/State/Zip: Norwich, Connecticut 06360

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024415 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 7:44:01 PM

City/State/Zip: Hagerstown, Maryland 21740

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024421 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 7:47:09 PM

City/State/Zip: Houston, Texas 77090

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024443 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 7:55:09 PM

City/State/Zip: Salisbury, Maryland 21804

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024449 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 7:57:40 PM

City/State/Zip: Pompano Beach, Florida 33064

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024461 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:07:20 PM

City/State/Zip: Mount Holly, North Carolina 28120

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024476 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:14:14 PM

City/State/Zip: Venice, Florida 34285

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024483 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:17:55 PM

City/State/Zip: Tucson, Arizona 85747

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024536 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:41:36 PM

City/State/Zip: Lewisville, Texas 75077

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024493 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:21:56 PM

City/State/Zip: Salisbury, North Carolina 28146

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024506 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:27:15 PM

City/State/Zip: Downers Grove, Illinois 60516

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024522 - XXXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/7/2016 8:36:49 PM**City/State/Zip:** Oakland, Michigan 48363**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024524 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:37:34 PM

City/State/Zip: Huntington Beach, California 92648

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024527 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:39:12 PM

City/State/Zip: Roslyn Heights, New York 11577

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024545 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 8:45:16 PM

City/State/Zip: New York, New York 10026

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024609 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:12:34 PM

City/State/Zip: Canton, Michigan 48188

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024590 - XXXXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/7/2016 9:05:28 PM**City/State/Zip:** Southbury, Connecticut 06488**Company Complaining About:** Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024588 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:04:43 PM

City/State/Zip: Southbury, Connecticut 06488

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024608 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:11:47 PM

City/State/Zip: Mont Vernon, New Hampshire 03057

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate. They are also violating the law by allowing commercials to literally scream at you. They are spitting in the face of the FCC and those people you represent. Please take some harsh action.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1024665 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:46:06 PM

City/State/Zip: Appleton, Wisconsin 54914

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024625 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:16:55 PM

City/State/Zip: Warrington, Pennsylvania 18976

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024655 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:40:30 PM

City/State/Zip: Chimacum, Washington 98325

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024646 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:34:02 PM

City/State/Zip: San Antonio, Texas 78228

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024675 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:50:42 PM

City/State/Zip: Fort Lauderdale, Florida 33312

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024670 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:48:48 PM

City/State/Zip: Minneapolis, Minnesota 55409

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024680 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:51:18 PM

City/State/Zip: Pinckney, Michigan 48169

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024681 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:51:46 PM

City/State/Zip: Pinckney, Michigan 48169

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024686 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:58:33 PM

City/State/Zip: Sacramento, California 95834

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024687 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:59:13 PM

City/State/Zip: Genoa, Ohio 43430

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024688 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 9:59:26 PM

City/State/Zip: Sarasota, Florida 34237

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024690 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:00:34 PM

City/State/Zip: Tucson, Arizona 85712

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024691 - Tim 's complaint re: ISP Zero Rating**Date:** 6/7/2016 10:00:49 PM**City/State/Zip:** West Fargo, North Dakota 58078**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024701 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:05:16 PM

City/State/Zip: Clarkston, Georgia 30021

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024717 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/7/2016 10:15:10 PM

City/State/Zip: San Francisco, California 94118

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024709 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:11:48 PM

City/State/Zip: Kansas City, Missouri 64134

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024768 - XXXX XX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:57:22 PM

City/State/Zip: Orlando, Florida 32807

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024719 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:17:29 PM

City/State/Zip: Sacramento, California 95823

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024723 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:23:10 PM

City/State/Zip: Orlando, Florida 32820

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024818 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:06:44 AM

City/State/Zip: Ann Arbor, Michigan 48108

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024762 - XXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 10:54:31 PM

City/State/Zip: Graniteville, South Carolina 29829

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024778 - XXX XXXX's complaint re: ISP Zero Rating**Date:** 6/7/2016 11:10:10 PM**City/State/Zip:** Columbus, Ohio 43206**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

I urge you to investigate these practices. The Internet is the only true Democracy on the planet, help us preserve it as an open field for all participants.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024783 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:13:53 PM

City/State/Zip: Ellicott City, Maryland 21043

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024787 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:25:55 PM

City/State/Zip: Golden, Colorado 80401

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024792 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:28:45 PM

City/State/Zip: Stockton, California 95209

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024796 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:35:42 PM

City/State/Zip: Las Vegas, Nevada 89103

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024827 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:19:05 AM

City/State/Zip: Lone Oak, Texas 75453

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024802 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/7/2016 11:45:04 PM

City/State/Zip: Kansas City, Missouri 64133

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024819 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:07:55 AM

City/State/Zip: San Jose, California 95112

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024843 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:46:32 AM

City/State/Zip: Big Run, Pennsylvania 15715

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024876 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:44:20 AM

City/State/Zip: San Francisco, California 94121

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1024833 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:33:52 AM

City/State/Zip: Irving, Texas 75062

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024840 - XXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:41:36 AM

City/State/Zip: Prineville, Oregon 97754

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1024871 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:39:08 AM

City/State/Zip: Buxton, Maine 04093

Company Complaining About: Comcast

Description

Why do we have to keep dealing with this nonsense??

Next up TPP rape. We live in a low society.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024845 - XXXXXX XXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:53:43 AM

City/State/Zip: San Francisco, California 94112

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1024870 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:37:38 AM

City/State/Zip: Pacheco, California 94553

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024854 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:11:15 AM

City/State/Zip: Bloomington, Illinois 61701

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024857 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:16:04 AM

City/State/Zip: Homestead, Florida 33030

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024866 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/8/2016 1:26:20 AM

City/State/Zip: Bloomington, Illinois 61701

Company Complaining About: Comcast

Description

Dear those in power, we are the internet, the world wide web is all of us and you cannot cap anyone!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024867 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:30:01 AM

City/State/Zip: Valley Village, California 91607

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024868 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:31:29 AM

City/State/Zip: Stow, Massachusetts 01775

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024879 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:49:55 AM

City/State/Zip: Panama City Beach, Florida 32407

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024880 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:53:49 AM

City/State/Zip: Austin, Texas 78745

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1024881 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:54:23 AM

City/State/Zip: Austin, Texas 78745

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024928 - XXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/8/2016 5:57:39 AM

City/State/Zip: Wakefield, Massachusetts 01880

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024900 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 2:49:04 AM

City/State/Zip: Wheaton, Illinois 60187

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024904 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 3:16:29 AM

City/State/Zip: Concord, California 94518

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024919 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 4:46:31 AM

City/State/Zip: Ponchatoula, Louisiana 70454

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024938 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 6:26:02 AM

City/State/Zip: Columbus, Ohio 43230

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024926 - XXX XXXXXXX's complaint re: ISP Zero Rating**Date:** 6/8/2016 5:47:40 AM**City/State/Zip:** Glen Alpine, North Carolina 28628**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024929 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 5:59:28 AM

City/State/Zip: Gates, North Carolina 27937

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024941 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 6:31:32 AM

City/State/Zip: Swanton, Ohio 43558

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024943 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 7:08:27 AM

City/State/Zip: Bloomington, Illinois 61704

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024946 - XXXXXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 6/8/2016 7:22:58 AM

City/State/Zip: Mansfield, Ohio 44906

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.
Raymond Fietek

Ticket: # 1024957 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/8/2016 7:54:44 AM**City/State/Zip:** Duluth, Minnesota 55804**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024951 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 7:46:35 AM

City/State/Zip: Normal, Illinois 61761

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024952 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 7:47:55 AM

City/State/Zip: New York, New York 10025

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024958 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 7:56:32 AM

City/State/Zip: Alexandria, Virginia 22304

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1024959 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:02:25 AM

City/State/Zip: North Plainfield, New Jersey 07060

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024960 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:05:39 AM

City/State/Zip: Denver, Colorado 80236

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024963 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:13:54 AM

City/State/Zip: Houston, Texas 77081

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024967 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:17:37 AM

City/State/Zip: Newport, Rhode Island 02840

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024969 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:22:40 AM

City/State/Zip: Houston, Texas 77089

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024970 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:23:06 AM

City/State/Zip: Torrington, Connecticut 06790

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024973 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:31:54 AM

City/State/Zip: Goleta, California 93117

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024981 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:49:36 AM

City/State/Zip: O Fallon, Missouri 63366

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024982 - XXX XXXXXXX's complaint re: ISP Zero Rating**Date:** 6/8/2016 8:49:53 AM**City/State/Zip:** Chicago, Illinois 60641**Company Complaining About:** Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1024989 - X XXXX's complaint re: ISP Zero Rating**Date:** 6/8/2016 8:58:57 AM**City/State/Zip:** Womelsdorf, Pennsylvania 19567**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025004 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 9:05:50 AM

City/State/Zip: Jacksonville, Florida 32244

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. I have at&t uverse and between the hours of 10pm to 1am my Internet access speed is slower than during the day

(b) (6)

Ticket: # 1025009 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 9:10:05 AM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025010 - XXXXXXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/8/2016 9:10:30 AM

City/State/Zip: Conshohocken, Pennsylvania 19428

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025019 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 9:22:22 AM

City/State/Zip: Mays Landing, New Jersey 08330

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025020 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 9:22:32 AM

City/State/Zip: Carol Stream, Illinois 60188

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025035 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 9:34:36 AM

City/State/Zip: Madison, Alabama 35757

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1025044 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 9:39:05 AM

City/State/Zip: Brownsville, Texas 78521

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025052 - X XXXXXXXXXX's complaint re: ISP Zero Rating**Date:** 6/8/2016 9:46:08 AM**City/State/Zip:** Valley Mills, Texas 76689**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025055 - XXXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 9:48:28 AM

City/State/Zip: Brighton, Michigan 48114

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025089 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:03:06 AM

City/State/Zip: Henrico, Virginia 23228

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025452 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:22:21 PM

City/State/Zip: Dearborn Heights, Michigan 48125

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025073 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 9:55:32 AM

City/State/Zip: Houston, Texas 77086

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025081 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 9:59:28 AM

City/State/Zip: West Hollywood, California 90069

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025084 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:00:40 AM

City/State/Zip: Burlingame, California 94010

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025124 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:11:06 AM

City/State/Zip: Ponte Vedra Beach, Florida 32082

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025127 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:12:34 AM

City/State/Zip: Irondale, Alabama 35210

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

I am a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025131 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:13:58 AM

City/State/Zip: Buffalo, New York 14220

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1025137 - XXXXXX XXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: Chapel Hill, North Carolina 27517

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1025146 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:24:54 AM

City/State/Zip: Indianapolis, Indiana 46225

Company Complaining About: Comcast

Description

You wonder why people hate Comcast. I wouldn't use you if there was any other option.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1025156 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:28:42 AM

City/State/Zip: Denver, Colorado 80219

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025159 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:29:01 AM

City/State/Zip: Denver, Colorado 80219

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025169 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:35:12 AM

City/State/Zip: Pendleton, South Carolina 29670

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1025171 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:35:31 AM

City/State/Zip: Lynnwood, Washington 98087

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025311 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 11:36:20 AM

City/State/Zip: Nashville, Tennessee 37217

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1025219 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:55:12 AM

City/State/Zip: Lakewood, Washington 98439

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025252 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 11:12:10 AM

City/State/Zip: Clinton Township, Michigan 48035

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025260 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 11:16:00 AM

City/State/Zip: Germantown, Maryland 20876

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. A decisionmaking process made behind closed doors is not one I can trust. Doubly so when it's on an issue that is so near and dear to me - net neutrality. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Data caps have another insidious outcome - they negatively impact efforts to do privacy research. In the modern-day age when so many commercial entities attempt to be aggressive voyeurs to the detriment of consumers, the most effective type of privacy research has been of the ilk where a given person download *more* data than they actually need and select which bits of information are relevant to them on their own computer.

Data caps also severely harm efforts to improve Internet security. Internet security efforts often entail large-scale scanning of the Internet of vulnerabilities so that companies that unwittingly have their personal information or that of their customers publicly exposed in an egregious fashion can be notified so that they can protect their sensitive data. Data caps would make large-scale scanning of the Internet prohibitively expensive for many researchers and would only serve to harm efforts to improve Cybersecurity across the board.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't

want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025312 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 11:36:36 AM

City/State/Zip: Clearlake, California 95422

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025314 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 11:36:48 AM

City/State/Zip: Hawley, Pennsylvania 18428

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025294 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 11:28:57 AM

City/State/Zip: Miami, Florida 33167

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1025382 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 11:58:12 AM

City/State/Zip: Clinton, Maine 04927

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025306 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 11:33:55 AM

City/State/Zip: Hingham, Massachusetts 02043

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025326 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 11:40:25 AM

City/State/Zip: Oakville, Connecticut 06779

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025341 - X XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 11:43:00 AM

City/State/Zip: Erie, Colorado 80516

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025832 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 2:30:48 PM

City/State/Zip: Tucson, Arizona 85745

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025368 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 11:52:35 AM

City/State/Zip: Idyllwild, California 92549

Company Complaining About: Comcast

Description

You can perform your fiduciary duty with honor and integrity, unlike ISP's which are trying yet again to boost profit at the expense of the people they are theoretically providing "service" to. Shame on them, and shame on you if you believe they have the right to do these things, or if you ignore it and vote with the majority just so you don't "raise a stink". Your integrity does matter! Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025389 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 11:59:24 AM

City/State/Zip: Clinton, Maine 04927

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025415 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:09:58 PM

City/State/Zip: Grosse Pointe Park, Michigan 48230

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025552 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:58:34 PM

City/State/Zip: Akron, Ohio 44319

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025434 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:18:16 PM

City/State/Zip: Holly, Michigan 48442

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025449 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:22:10 PM

City/State/Zip: Arlington, Texas 76012

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025455 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:22:45 PM

City/State/Zip: Dearborn Heights, Michigan 48125

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025529 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:49:32 PM

City/State/Zip: Newton, New Jersey 07860

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025510 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:41:33 PM

City/State/Zip: Fort Worth, Texas 76107

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025521 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 12:46:59 PM

City/State/Zip: Indianapolis, Indiana 46221

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1025578 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:08:56 PM

City/State/Zip: Cambridge, Massachusetts 02140

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1025558 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:01:27 PM

City/State/Zip: York, Pennsylvania 17404

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025613 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:21:14 PM

City/State/Zip: Los Angeles, California 90034

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1025633 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:26:45 PM

City/State/Zip: Prescott Valley, Arizona 86314

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025609 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:19:35 PM

City/State/Zip: Farmington, Minnesota 55024

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Why do we NEED so much intrusion? Are we all suspect terrorists? Must we be tracked and monitored all the time? This kind of chicanery is totally unnecessary. If I were drawing the big buck federal pay scale maybe I would be wasting taxpayer dollars coming up with these kinds of wasted efforts. Stuff like this does not make us "feel safe". It's a blatant waste of our money and another boon

to the large companies bottom lines. AT not only our personal expense but, out taxed expense too. It's the illuminati doling out only so much and keeping us paying masses in our lowly places.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026500 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 6:35:08 PM

City/State/Zip: Ozona, Texas 76943

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025699 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:45:49 PM

City/State/Zip: Indianapolis, Indiana 46221

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025710 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 1:48:15 PM

City/State/Zip: Star, Idaho 83669

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025793 - XXXXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/8/2016 2:13:45 PM

City/State/Zip: Sausalito, California 94965

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025816 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 2:23:42 PM

City/State/Zip: Chicago, Illinois 60612

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1025817 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 2:24:22 PM

City/State/Zip: Chicago, Illinois 60612

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027000 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 2:02:16 AM

City/State/Zip: Matteson, Illinois 60443

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1025938 - XXXXX XXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/8/2016 3:04:37 PM

City/State/Zip: Pascoag, Rhode Island 02859

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026103 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 4:04:31 PM

City/State/Zip: San Francisco, California 94117

Company Complaining About: Comcast

Description

How dare you try to get around the FCC's net neutrality rules. Companies who don't listen to what customers want and deliver it won't be around much longer. I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

I'm taking time to let you know directly, as your customer, that Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026186 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 4:31:04 PM

City/State/Zip: Carmel, New York 10512

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026288 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 5:11:40 PM

City/State/Zip: Deltona, Florida 32738

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026561 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 7:09:14 PM

City/State/Zip: Murphysboro, Illinois 62966

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026486 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 6:28:36 PM

City/State/Zip: Chicago, Illinois 60640

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026540 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 7:00:08 PM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026542 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 7:00:29 PM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026833 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 9:45:06 PM

City/State/Zip: Katy, Texas 77494

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026564 - Data Caps on AT&T

Date: 6/8/2016 7:12:00 PM

City/State/Zip: Round Rock, Texas 78665

Company Complaining About: AT&T

Description

In the past month AT&T has started enforcing data caps on their home internet services. I have never paid for cable services and don't intend to. Since we are cord cutters, we use services like Playstation Vue/ Sling TV and Netflix. Data caps is a direct attack at our ability to cut the cord.

In less than a year of AT&T's acquisition of DirectTV, they are now enforcing data caps UNLESS you bundle your internet with Direct TV or pay an extra \$30/month. This shows that the reason AT&T is enforcing data caps is to hurt the cord cutters and make them switch to DirectTV. A&T is controlling how I consume media by the data caps. They are taking my options as a consumer away. It also eliminates fair competition in the marketplace. How is Playstation Vue, Sling TV, and Netflix supposed to compete when they rely on the internet companies to stream the media to their consumers and those internet companies are barring them?

Please take action against the likes of AT&T and Comcast to get this eliminated. It's been over 10 years without data caps and now that they have competition, they enforce them. That's ridiculous.

Ticket: # 1026589 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 7:24:44 PM

City/State/Zip: Swanton, Vermont 05488

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026673 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:09:50 PM

City/State/Zip: Feasterville Trevose, Pennsylvania 19053

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1026643 - XXXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 7:51:33 PM

City/State/Zip: Normal, Illinois 61761

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026741 - XX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:43:11 PM

City/State/Zip: Mill Creek, Washington 98012

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I am so tired of predatory practices being continually allowed by large companies and corporations. It needs to stop once and for all!!!! Fair business practices that are good for and FAIR for everyone need to be the standard and the only thing tolerated, anything else is unacceptable and anyone attempting anything otherwise should be immediately stopped and fined for attempting to do so.

(b) (6)

Ticket: # 1026719 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: Kansas City, Missouri 64114

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026730 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:37:54 PM

City/State/Zip: Tonawanda, New York 14150

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026734 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:39:39 PM

City/State/Zip: Tonawanda, New York 14150

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026737 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:40:59 PM

City/State/Zip: Clinton, Iowa 52733

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026757 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 8:50:46 PM

City/State/Zip: San Francisco, California 94117

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026957 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 12:10:07 AM

City/State/Zip: Bonita Springs, Florida 34133

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026810 - XXX XXXX's complaint re: ISP Zero Rating**Date:** 6/8/2016 9:30:29 PM**City/State/Zip:** Dayton, Ohio 45410**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026897 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:45:06 PM

City/State/Zip: Carlisle, Pennsylvania 17015

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026825 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 9:39:52 PM

City/State/Zip: Pueblo, Colorado 81004

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026866 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:22:45 PM

City/State/Zip: Greenville, North Carolina 27858

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026969 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 12:37:20 AM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026848 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 9:59:02 PM

City/State/Zip: Honolulu, Hawaii 96825

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026851 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:05:18 PM

City/State/Zip: Springfield, Illinois 62704

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026879 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/8/2016 10:34:26 PM

City/State/Zip: Fruitland Park, Florida 34731

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026998 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 1:49:32 AM

City/State/Zip: Cheney, Washington 99004

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027053 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 7:41:18 AM

City/State/Zip: Atlanta, Georgia 30307

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027054 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 7:41:28 AM

City/State/Zip: Atlanta, Georgia 30307

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026984 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 1:12:50 AM

City/State/Zip: Normal, Illinois 61761

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026985 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 1:14:09 AM

City/State/Zip: Normal, Illinois 61761

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027026 - XXXXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/9/2016 3:34:43 AM

City/State/Zip: North Hills, California 91343

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026989 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 1:18:38 AM

City/State/Zip: Chicago, Illinois 60660

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1026997 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 1:43:51 AM

City/State/Zip: San Pablo, California 94806

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027011 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 2:41:54 AM

City/State/Zip: Buffalo Grove, Illinois 60089

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027013 - XXXXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/9/2016 2:49:14 AM**City/State/Zip:** Daly City, California 94015**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027041 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 6:28:31 AM

City/State/Zip: Plainfield, Illinois 60586

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6) [REDACTED]

Ticket: # 1027042 - XXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/9/2016 6:48:16 AM**City/State/Zip:** Papillion, Nebraska 68046**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1027047 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 7:17:46 AM

City/State/Zip: Everett, Washington 98201

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1027048 - Re: [FCC Complaints] Re: Comcast data cap added after I entered into a 2 year contract for service

Date: 6/9/2016 7:21:32 AM

City/State/Zip: Davie, Florida 33394

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #713356 "Comcast data cap added afte..."

Not Only did Comcast not do anything about this now they are going to change the terms of my contract and raise my monthly payment for unlimited data 20 dollars does anyone have control over these people. You cannot change the terms of a contractual agreement in the middle of the stream, its not a contract then its extortion please do something about this company's illegal business practices.

(b) (6) [REDACTED]
[REDACTED]
(b) (6) [REDACTED]

"Tell me and I forget. Teach me and I remember. Involve me and I learn."

Benjamin Franklin

Ticket: # 1027119 - XXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 8:48:19 AM

City/State/Zip: Scarborough, Maine 04070

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1027121 - XXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 8:50:28 AM

City/State/Zip: Scarborough, Maine 04070

Company Complaining About: AT&T

Description

We need you to stop this flagrant violation.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1027128 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 8:55:48 AM

City/State/Zip: Chicago, Illinois 60608

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1027129 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 8:58:00 AM

City/State/Zip: Chicago, Illinois 60608

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1027221 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 10:03:57 AM

City/State/Zip: Pembroke Pines, Florida 33027

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1027245 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 10:16:50 AM

City/State/Zip: Charlottesville, Virginia 22902

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1027253 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 10:18:48 AM

City/State/Zip: Peoria, Illinois 61615

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027286 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 10:33:09 AM

City/State/Zip: Saint Cloud, Minnesota 56303

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027261 - Retaliation by Comcast/Xfinity for filing valid FCC complaints

Date: 6/9/2016 10:22:07 AM

City/State/Zip: Blacksburg, Virginia 24060

Company Complaining About: Comcast

Description

Over the past few months I have filed two complaints against Comcast xfinity for throttling my internet connection when I am using services that compete with their television broadcast interests and television service providing interests. I have never received any communication from the FCC regarding the actions taken against comcast/xfinity to stop these illegal practices.

In addition I have been harassed by the company receiving phone calls at work and at home, despite my status on the national do-not-call list, and my requests that they only contact me in the event that a billing discrepancy has occurred.

They have also imposed a data-cap on my account in direct violation of the terms I agreed to, without any notice, or any indication of my limit I am told how much data I have used, and I can see a bar indicating the fraction of the limit, but there is neither percentage indicated, nor the amount that would breach this cap.

This arbitrary data cap is a breach of my contract with comcast/xfinity and an obvious attempt to dissuade me from filing complaints against them.

I urge the FCC to please fulfill their mission statement and take action against this monopoly to prevent further harm to myself, and to prevent them taking advantage of others like me.

Ticket: # 1027342 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 10:57:27 AM

City/State/Zip: Denver, Colorado 80202

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027607 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 12:17:00 PM

City/State/Zip: Morton, Pennsylvania 19070

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027603 - XXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 12:16:23 PM

City/State/Zip: North Bend, Oregon 97459

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027838 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 1:32:21 PM

City/State/Zip: Waterbury, Connecticut 06706

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027563 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 12:03:33 PM

City/State/Zip: Sacramento, California 95831

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

[Ticket: # 1027631 - cox data caps](#)

Date: 6/9/2016 12:27:26 PM

City/State/Zip: Alma, Arkansas 72921

Company Complaining About: Cox

Description

cox is looking at data caps and overages this needs to be shot down I am social security and cannot afford the overages cost cox is trying to cram down every ones throat.

Ticket: # 1027750 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 1:00:10 PM

City/State/Zip: North Canton, Ohio 44720

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027775 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 1:11:19 PM

City/State/Zip: Cape May, New Jersey 08204

Company Complaining About: Comcast

Description

Please protect the open Internet by enforcing the Net Neutrality rules the FCC wisely created in response to the millions of people who spoke out.

Comcast is attempting to break the rules, Please put a stop to it.

Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027816 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 1:24:45 PM

City/State/Zip: Hollywood, Florida 33019

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027833 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/9/2016 1:29:28 PM**City/State/Zip:** Pasco, Washington 99301**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027892 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 1:44:37 PM

City/State/Zip: Pleasanton, California 94566

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027923 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 1:54:50 PM

City/State/Zip: Nolensville, Tennessee 37135

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1027956 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 2:05:15 PM

City/State/Zip: Brooklyn, New York 11226

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1028312 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: Sequim, Washington 98382

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1028444 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 4:36:05 PM

City/State/Zip: Escondido, California 92025

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1028595 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 5:22:28 PM

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

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030082 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:13:27 PM

City/State/Zip: Cary, North Carolina 27513

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1028763 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 6:26:54 PM

City/State/Zip: Littleton, Colorado 80128

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1028725 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 6:16:19 PM

City/State/Zip: Philadelphia, Pennsylvania 19143

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1028849 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 7:13:14 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1028863 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 7:19:54 PM

City/State/Zip: Houston, Texas 77080

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1028878 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 7:29:09 PM

City/State/Zip: Cortaro, Arizona 85652

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029289 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 6:38:54 AM

City/State/Zip: Shelton, Connecticut 06484

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1028914 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 7:54:22 PM

City/State/Zip: Hudson, Florida 34667

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1028898 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 7:46:11 PM

City/State/Zip: Lakeland, Florida 33805

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1028938 - XXX XXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 8:08:18 PM

City/State/Zip: Oakland, California 94611

Company Complaining About: Comcast

Description

I am a Senior Network Engineer. I have made the internet work for my employer for 18 years, so I have some experience and knowledge in this area.

Major Telcos are behaving like spoiled children, and seem more interested in siphoning off as much cash as they can, rather than investing in building a better network. I know what it costs to build a good network and how it can be done. That's not happening. Bandwidth scarcity only exists because it's artificially induced so that the telco can charge more.

And now they want to damage the core functions of the greatest democratizer to ever exist in human history. That's unacceptable.

I would request that the FCC bring the hammer down so hard on these companies that they will finally stop this strategy. Require transparency in their forwarding policies and prohibit bandwidth caps.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030735 - XXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:40:57 PM

City/State/Zip: Brooklyn, New York 11206

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1029046 - Melissa 's complaint re: ISP Zero Rating**Date:** 6/9/2016 9:32:19 PM**City/State/Zip:** Anaheim, California 92806**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1029096 - XXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 10:02:01 PM

City/State/Zip: La Porte, Indiana 46350

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029124 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/9/2016 10:27:47 PM

City/State/Zip: Evanston, Illinois 60201

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029909 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:28:37 PM

City/State/Zip: San Francisco, California 94117

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029168 - Data caps

Date: 6/9/2016 11:29:17 PM

City/State/Zip: Fort Worth, Texas 76108

Company Complaining About: AT&T

Description

AT&T recently implemented data caps for my Internet service. Conveniently, they'll waive the fee if I just pay \$30 more per month, or subscribe to their TV service. AT&T is clearly reacting against the rise of Internet video and attempting to bolster their falling TV subscription numbers. This is pretty abusive of their monopoly position in my apartment complex, as my complex management has told me they have a contract with AT&T for them to be the only cable/wireline provider and refuse to engage with the one other wireline provider in Fort Worth (Charter). There is no evidence that data caps are anything other than a blatant cash grab by ISPs who face no competition. Note that there has been plenty of information released by other ISPs that indicates that data caps do not have any technical necessity or otherwise rational justification.

Ticket: # 1029187 - Data caps and usage not calculated correctly

Date: 6/10/2016 12:03:41 AM

City/State/Zip: Cumming, Georgia 30040

Company Complaining About: AT&T

Description

First of all, data caps should be outlawed as they go against Net Neutrality. AT&T is not tracking my data usage correctly. On June 8, my data usage page showed usage on June 9, a future date which had not happened yet. I took a screen shot of it and emailed AT&T. No response. Today, my usage for yesterday June 8, which had been 11.80 GB at 11:59 on June 8, is now listed at 25.71. How could my usage more than double in one minute? I will not be able to trust AT&T when they charge me for overages because they can't seem to collect that info correctly. Data caps should be abolished! It is only in place so cable companies can force customers to pay outrageous prices for crappy cable tv instead of streaming. They want to punish customers who dare yo use better streaming companies like hulu and netflix.

Ticket: # 1029203 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 12:28:32 AM

City/State/Zip: Mesa, Arizona 85202

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1029227 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 12:52:21 AM

City/State/Zip: Woodbridge, Virginia 22192

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1029230 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:14:23 AM

City/State/Zip: Cumming, Georgia 30041

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029232 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:22:51 AM

City/State/Zip: Freedom, California 95019

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029237 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:37:31 AM

City/State/Zip: Austin, Texas 78723

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029242 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:51:55 AM

City/State/Zip: Minneapolis, Minnesota 55409

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029246 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:11:58 AM

City/State/Zip: Denver, Colorado 80206

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029276 - XXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:42:50 AM

City/State/Zip: Plano, Texas 75074

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029295 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 7:11:34 AM

City/State/Zip: North Bergen, New Jersey 07047

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029472 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 10:22:29 AM

City/State/Zip: Smithfield, Virginia 23430

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030128 - XXXXXXXX X's complaint re: ISP Zero Rating

Date: 6/10/2016 2:27:08 PM

City/State/Zip: Providence, Rhode Island 02907

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029404 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 9:43:06 AM

City/State/Zip: Omaha, Nebraska 68134

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029738 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 12:18:18 PM

City/State/Zip: Frankfort, Kentucky 40601

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1029599 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 11:06:34 AM

City/State/Zip: Lakewood, Colorado 80215

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1029904 - XXXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:27:36 PM

City/State/Zip: Plainsboro, New Jersey 08536

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029907 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:27:55 PM

City/State/Zip: Kershaw, South Carolina 29067

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1029911 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:29:23 PM

City/State/Zip: Eugene, Oregon 97405

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029913 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:29:43 PM

City/State/Zip: Austin, Texas 78748

Company Complaining About: T Mobile

Description

I have been a customer of T-Mobile for over ten years. You disgust me.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Shelby Keith

Ticket: # 1029914 - Data caps

Date: 6/10/2016 1:29:53 PM

City/State/Zip: Arlington, Tennessee 38002

Company Complaining About: AT&T

Description

I have had AT&T uverse for 9 years and have had Direct TV for 6 years, but cancelled Direct TV last year. This month, AT&T started implementing data caps which I know that other companies do, but stated that I can get rid of the data cap if I started bundling TV service with internet. This doesn't seem right that I have to pay for other services to get rid of data caps. Is this legal?

Ticket: # 1029916 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:30:09 PM

City/State/Zip: Minnetonka, Minnesota 55345

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029918 - XXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:30:17 PM

City/State/Zip: Scranton, Pennsylvania 18504

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1029920 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:30:47 PM

City/State/Zip: Fairfield, New Jersey 07004

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1029929 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:33:20 PM

City/State/Zip: Anacortes, Washington 98221

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1029930 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:33:20 PM

City/State/Zip: Newark, New Jersey 07103

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1029940 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:35:48 PM

City/State/Zip: Chadds Ford, Pennsylvania 19317

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1029942 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:36:08 PM

City/State/Zip: Bowie, Maryland 20721

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1029947 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:37:01 PM

City/State/Zip: San Diego, California 92115

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029948 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:37:24 PM

City/State/Zip: Lithia, Florida 33547

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030149 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:31:19 PM

City/State/Zip: Lansing, Michigan 48917

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029952 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:38:22 PM

City/State/Zip: West Palm Beach, Florida 33401

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029953 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:38:33 PM

City/State/Zip: Virginia Beach, Virginia 23456

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029955 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:38:57 PM

City/State/Zip: North Miami Beach, Florida 33181

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029956 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:39:01 PM

City/State/Zip: New Port Richey, Florida 34653

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029958 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:39:34 PM

City/State/Zip: Opelousas, Louisiana 70570

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029961 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:40:14 PM

City/State/Zip: North Miami Beach, Florida 33181

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029962 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:40:15 PM

City/State/Zip: Atlantic Highlands, New Jersey 07716

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029964 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:40:29 PM

City/State/Zip: Saint Petersburg, Florida 33702

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029967 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:41:54 PM

City/State/Zip: San Diego, California 92123

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029970 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:42:59 PM

City/State/Zip: Rose Bud, Arkansas 72137

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029975 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:44:18 PM

City/State/Zip: Auburn, Alabama 36832

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029976 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:44:38 PM

City/State/Zip: Lake In The Hills, Illinois 60156

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029981 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:46:24 PM

City/State/Zip: Austin, Texas 78702

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1029982 - XX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:46:36 PM

City/State/Zip: San Antonio, Texas 78216

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029985 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:46:57 PM

City/State/Zip: Lake Hopatcong, New Jersey 07849

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029987 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:47:09 PM

City/State/Zip: Carmichael, California 95608

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030046 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:04:17 PM

City/State/Zip: Fresno, California 93706

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1029992 - XXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:49:32 PM

City/State/Zip: Austin, Texas 78705

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Yae Chan Lee

Ticket: # 1029993 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:49:32 PM

City/State/Zip: Rochester, Minnesota 55902

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I only a few months ago switched to T-Mobile because it was making a substantial effort to provide customers with a better deal. Violating Net Neutrality, however, is not acceptable.

(b) (6)

Ticket: # 1029995 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:49:49 PM

City/State/Zip: Deltona, Florida 32738

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030001 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:51:16 PM

City/State/Zip: Westminster, Colorado 80031

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030003 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:51:46 PM

City/State/Zip: Oxford, Ohio 45056

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030005 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:52:45 PM

City/State/Zip: Beech Grove, Indiana 46107

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030006 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:53:20 PM

City/State/Zip: Orangevale, California 95662

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030008 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:54:16 PM

City/State/Zip: Springport, Michigan 49284

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030011 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:55:39 PM

City/State/Zip: Germantown, Tennessee 38138

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030020 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:57:40 PM

City/State/Zip: Huntington Beach, California 92647

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030024 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 1:58:44 PM

City/State/Zip: Knoxville, Tennessee 37922

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030038 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:02:24 PM

City/State/Zip: Magalia, California 95954

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030029 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:00:20 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030034 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:01:28 PM

City/State/Zip: Dayton, Ohio 45440

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030066 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:09:32 PM

City/State/Zip: South Jordan, Utah 84095

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030085 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:14:17 PM

City/State/Zip: Atlanta, Georgia 30311

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030148 - XXXXXX XXXXXX's XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:31:17 PM

City/State/Zip: Lansing, Michigan 48917

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030089 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:16:18 PM

City/State/Zip: Jacksonville, Florida 32216

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030094 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:17:30 PM

City/State/Zip: Jacksonville, Florida 32216

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030101 - XXXXXX XXXX's complaint re: ISP Zero Rating**Date:** 6/10/2016 2:19:31 PM**City/State/Zip:** Concord, California 94521**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030103 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:19:41 PM

City/State/Zip: Bristol, Rhode Island 02809

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030105 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:20:19 PM

City/State/Zip: Madison, Wisconsin 53705

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030125 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:26:31 PM

City/State/Zip: Houston, Texas 77023

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030115 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/10/2016 2:23:20 PM**City/State/Zip:** Quincy, Illinois 62301**Company Complaining About:** Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030119 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:24:23 PM

City/State/Zip: Oak Lawn, Illinois 60453

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030117 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:23:41 PM

City/State/Zip: Duluth, Minnesota 55811

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030118 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:23:50 PM

City/State/Zip: Clermont, Florida 34711

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030122 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:25:22 PM

City/State/Zip: Franklin, Massachusetts 02038

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030132 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:28:37 PM

City/State/Zip: Capistrano Beach, California 92624

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030143 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:30:10 PM

City/State/Zip: New Britain, Connecticut 06053

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030155 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:32:22 PM

City/State/Zip: Hayward, California 94542

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030141 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:30:02 PM

City/State/Zip: North Andover, Massachusetts 01845

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030146 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:30:43 PM

City/State/Zip: New Britain, Connecticut 06053

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030150 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:31:25 PM

City/State/Zip: Terre Haute, Indiana 47802

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031687 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 4:11:24 PM

City/State/Zip: El Paso, Texas 79912

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030166 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:35:34 PM

City/State/Zip: San Diego, California 92104

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030173 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:36:50 PM

City/State/Zip: Tucson, Arizona 85756

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030175 - XXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/10/2016 2:37:12 PM

City/State/Zip: Haddon Township, New Jersey 08108

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030188 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:38:52 PM

City/State/Zip: Sacramento, California 95828

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1030180 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:38:06 PM

City/State/Zip: Portland, Oregon 97219

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030183 - XXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:38:32 PM

City/State/Zip: Mc Lean, Virginia 22102

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030184 - XXXX X's complaint re: ISP Zero Rating

Date: 6/10/2016 2:38:35 PM

City/State/Zip: Colorado Springs, Colorado 80903

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030185 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:38:43 PM

City/State/Zip: Portland, Oregon 97219

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030190 - XXXX X's complaint re: ISP Zero Rating

Date: 6/10/2016 2:39:05 PM

City/State/Zip: Colorado Springs, Colorado 80903

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030193 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:39:27 PM

City/State/Zip: Chicago, Illinois 60615

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030196 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:39:56 PM

City/State/Zip: Auburn, Washington 98002

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

(b) (6)

Ticket: # 1030227 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:49:30 PM

City/State/Zip: Savage, Minnesota 55378

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030212 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:43:21 PM

City/State/Zip: Bothell, Washington 98011

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030218 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:44:18 PM

City/State/Zip: Spring, Texas 77380

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030224 - XXXXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/10/2016 2:48:15 PM

City/State/Zip: Ponder, Texas 76259

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030225 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:48:33 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030228 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:49:37 PM

City/State/Zip: San Francisco, California 94130

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030264 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:02:45 PM

City/State/Zip: Mount Holly, New Jersey 08060

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030232 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:52:39 PM

City/State/Zip: Memphis, Tennessee 38111

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030234 - XXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/10/2016 2:53:21 PM

City/State/Zip: Hillsboro, Ohio 45133

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030235 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:53:27 PM

City/State/Zip: Malden, Massachusetts 02148

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030250 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:57:29 PM

City/State/Zip: Ewing, Virginia 24248

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030238 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:53:46 PM

City/State/Zip: Seattle, Washington 98126

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030240 - Marcia 's complaint re: ISP Zero Rating**Date:** 6/10/2016 2:54:28 PM**City/State/Zip:** Henrico, Virginia 23238**Company Complaining About:** T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030247 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 2:57:13 PM

City/State/Zip: Washougal, Washington 98671

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030306 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:11:28 PM

City/State/Zip: Las Vegas, Nevada 89117

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030442 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:49:32 PM

City/State/Zip: Trabuco Canyon, California 92679

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030261 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:02:06 PM

City/State/Zip: Mount Holly, New Jersey 08060

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030263 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:02:35 PM

City/State/Zip: Washington, District Of Columbia 20005

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030298 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:09:37 PM

City/State/Zip: Castaic, California 91384

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030290 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:08:30 PM

City/State/Zip: Van Nuys, California 91406

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030300 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:09:59 PM

City/State/Zip: Seattle, Washington 98109

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030334 - XXXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/10/2016 3:16:53 PM

City/State/Zip: Metamora, Michigan 48455

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030308 - XXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:11:35 PM

City/State/Zip: Elizabethton, Tennessee 37643

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030310 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:12:22 PM

City/State/Zip: Hollywood, Florida 33026

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030341 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:19:22 PM

City/State/Zip: Quincy, Massachusetts 02169

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030337 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:18:11 PM

City/State/Zip: Alliance, Ohio 44601

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030358 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:25:52 PM

City/State/Zip: Carlsbad, California 92011

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

For my own personal touch, to Comcast, you are a PROVIDER of a SERVICE, you don't GET to decide what I watch, you just make sure I can!

(b) (6)

Ticket: # 1030407 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/10/2016 3:39:23 PM**City/State/Zip:** Saint Petersburg, Florida 33702**Company Complaining About:** Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030353 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:24:23 PM

City/State/Zip: Chalfont, Pennsylvania 18914

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030355 - XXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/10/2016 3:24:49 PM

City/State/Zip: Northport, Alabama 35476

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030357 - XXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/10/2016 3:25:33 PM

City/State/Zip: Northport, Alabama 35476

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030367 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:27:50 PM

City/State/Zip: Carlsbad, California 92011

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030368 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:27:54 PM

City/State/Zip: West Fargo, North Dakota 58078

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030370 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:29:09 PM

City/State/Zip: Niagara Falls, New York 14304

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030371 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:29:30 PM

City/State/Zip: Los Angeles, California 90066

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030377 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:31:17 PM

City/State/Zip: Youngstown, Ohio 44512

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030390 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:35:43 PM

City/State/Zip: Sacramento, California 95816

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030431 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:45:10 PM

City/State/Zip: West Bridgewater, Massachusetts 02379

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030409 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:39:35 PM

City/State/Zip: Vine Grove, Kentucky 40175

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030423 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:43:46 PM

City/State/Zip: Fairborn, Ohio 45324

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030459 - XXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:58:03 PM

City/State/Zip: Pittsford, New York 14534

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030447 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:52:09 PM

City/State/Zip: Zephyrhills, Florida 33540

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030457 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 3:57:39 PM

City/State/Zip: Glendora, California 91741

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1030467 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:02:03 PM

City/State/Zip: Los Angeles, California 90029

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030510 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:21:46 PM

City/State/Zip: Santa Cruz, California 95062

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030491 - XXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:11:29 PM

City/State/Zip: Pittsford, New York 14534

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030474 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:05:15 PM

City/State/Zip: Spokane Valley, Washington 99206

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030486 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:09:46 PM

City/State/Zip: Quakertown, Pennsylvania 18951

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030498 - XXXXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:14:35 PM

City/State/Zip: Redwood City, California 94063

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030494 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:12:49 PM

City/State/Zip: Peoria, Illinois 61614

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030495 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:13:17 PM

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030523 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:25:55 PM

City/State/Zip: Happy Valley, Oregon 97086

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030513 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:22:12 PM

City/State/Zip: Souderton, Pennsylvania 18964

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030522 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:25:34 PM

City/State/Zip: Happy Valley, Oregon 97086

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030530 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:28:09 PM

City/State/Zip: Huntsville, Alabama 35811

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030535 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 6/10/2016 4:30:49 PM

City/State/Zip: Milwaukee, Wisconsin 53227

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030551 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:37:01 PM

City/State/Zip: Middlebourne, West Virginia 26149

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030560 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:39:46 PM

City/State/Zip: Smithville, Texas 78957

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030581 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:45:52 PM

City/State/Zip: North Easton, Massachusetts 02356

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030568 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:41:58 PM

City/State/Zip: Emeryville, California 94608

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030582 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/10/2016 4:45:55 PM

City/State/Zip: Washington, District Of Columbia 20008

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

Ticket: # 1030588 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:47:32 PM

City/State/Zip: Brookhaven, Pennsylvania 19015

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

Ticket: # 1030630 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:05:26 PM

City/State/Zip: San Francisco, California 94122

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not a free and open internet.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1030618 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 4:58:41 PM

City/State/Zip: Oakley, California 94561

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030621 - XXXXX XXXXXXX 's complaint re: ISP Zero Rating

Date: 6/10/2016 4:59:43 PM

City/State/Zip: Somerset, New Jersey 08873

Company Complaining About: Comcast

Description

net neutrality now!

It's bad enough that Comcast keeps its prices high in New Jersey by colluding with Verizon not to compete in neighborhoods around here. I'm pretty sure that's illegal but they are doing it. We have precisely one option for cable: Comcast (or nothing - but try to exist & do business in modern life with no internet). We live in the suburbs and our neighborhood is wired for Verizon but Verizon won't offer its services here because they've made an agreement with Comcast.

Now Comcast (our only option) is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030640 - GARRETT A. TEVES's complaint re: ISP Zero Rating**Date:** 6/10/2016 5:07:53 PM**City/State/Zip:** Honolulu, Hawaii 96819**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030645 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:09:22 PM

City/State/Zip: Benicia, California 94510

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030646 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:09:33 PM

City/State/Zip: Elizabethtown, Kentucky 42701

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030651 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:11:42 PM

City/State/Zip: South Orange, New Jersey 07079

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030655 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:12:50 PM

City/State/Zip: Delray Beach, Florida 33484

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030656 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:12:52 PM

City/State/Zip: Indianapolis, Indiana 46239

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030673 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:18:06 PM

City/State/Zip: Brick, New Jersey 08723

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030677 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:19:56 PM

City/State/Zip: Seattle, Washington 98105

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes, such as zero-rating, that pose a serious threat to the open Internet.

ISPs like AT&T are breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero-rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1030688 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:22:29 PM

City/State/Zip: Seattle, Washington 98146

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email at

(b) (6)

Ticket: # 1030691 - XX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:23:29 PM

City/State/Zip: Felton, California 95018

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. Again the same cable and phone companies are creating harmful new schemes that pose another serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it! This decision must be made in the full light of day, in public, not behind closed doors. The FCC needs to have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. They once again are trying to shape the internet according to their self-serving corporate vision, preserving ways to capitalize on a utility that should NOT be driven by corporate greed, but as a public use dimension of economic and public communication and exchange. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

Companies that function as gatekeepers of this public utility have to realize they cannot receive unbridled profiteering off of a public domain utility essential for today's commerce and communication. All of their involvement must be regulated and controlled such that they cannot coerce or extort users with new and fancy methods of charging for an internet connection that is such an essential component of today's world.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Giant, monopolistic companies cannot collude to shape who can rise and who can fall on the internet. If not for the openness of the internet, billions of dollars created from inspired startups would not have occurred. Big internet companies cannot stand that they are missing out on the billions of dollars that others creativity has generated.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030694 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:26:14 PM

City/State/Zip: Omaha, Nebraska 68114

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030698 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:28:59 PM

City/State/Zip: San Antonio, Texas 78249

Company Complaining About: Verizon

Description

Yo dawg. Let me break this down for ya. Better yet, I'm gonna let my homie have the mic for a second. Take it away, Form le'Tur.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1030757 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:52:19 PM

City/State/Zip: Brookhaven, Georgia 30319

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030749 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:47:39 PM

City/State/Zip: Delray Beach, Florida 33483

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030759 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 5:53:06 PM

City/State/Zip: Gulf Breeze, Florida 32563

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030773 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 6:04:14 PM

City/State/Zip: Chicago, Illinois 60659

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030794 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 6:21:47 PM

City/State/Zip: Columbia, South Carolina 29223

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

[Ticket: # 1030789 - Data cap too low for streaming TV, but buying a TV plan removes the cap](#)

Date: 6/10/2016 6:19:38 PM

City/State/Zip: Miami, Florida 33133

Company Complaining About: AT&T

Description

AT&T's data cap of 600GB/month is too low to allow for watching streaming sources of content on a regular basis. However paying for a TV plan will remove the cap. This seems to be a way to force customers to abandon stream services or pay for TV and protect AT&T's TV business.

Ticket: # 1030806 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 6:31:15 PM

City/State/Zip: Raytown, Missouri 64133

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030831 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 6:45:49 PM

City/State/Zip: Emeryville, California 94608

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030816 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 6:38:34 PM

City/State/Zip: Portage, Indiana 46368

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

As a Comcast customer as well as a T-Mobile customer I feel like this is totally unfair to the customers who pay for these services. As customers we don't expect companies to take advantage of their people considering we are the reason these companies stay in business or even exist. To me it feels like a blatant disregard to us as customers which no one wants to feel this way especially when they're paying their hard earned money.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1030822 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 6:40:52 PM

City/State/Zip: New York, New York 10011

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030846 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 7:02:31 PM

City/State/Zip: Rogers, Minnesota 55374

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030847 - XXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 7:02:54 PM

City/State/Zip: Bozeman, Montana 59718

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030873 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 7:18:39 PM

City/State/Zip: Opelika, Alabama 36804

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030877 - XXXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/10/2016 7:19:02 PM**City/State/Zip:** Detroit, Michigan 48221**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030879 - XXXX XXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: Titusville, Florida 32780

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030882 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 7:20:30 PM

City/State/Zip: Bend, Oregon 97708

Company Complaining About: Verizon

Description

WE MUST HAVE AN OPEN AND FREE INTERNET.
NET NEUTRALITY IS THE ONLY OPTION.
THIS IS NOT UP FOR CORPORATE GRAB.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030904 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 7:30:41 PM

City/State/Zip: Sparta, Wisconsin 54656

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030919 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 7:38:36 PM

City/State/Zip: Suffolk, Virginia 23434

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030914 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/10/2016 7:35:57 PM**City/State/Zip:** Natick, Massachusetts 01760**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules. I do not want a company deciding what I will watch.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030918 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 7:37:46 PM

City/State/Zip: Suffolk, Virginia 23434

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030921 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 7:38:44 PM

City/State/Zip: Ontario, Oregon 97914

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I recently signed up for TMobile hotspot. And in doing so explained explicitly how I used my TV and computer. The package they recommended (14 GB per month) ran out in 12 days. I called and the

rep offered to upgrade it to 18GB per month which was 4GB more to make it to the end of the first 30 days of service. It lasted 5 more days. When I called in, the rep again offered to upgrade my service, this time, to 22 GB per month at no cost to me

(b) (6)

Ticket: # 1030936 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 7:42:36 PM

City/State/Zip: West Springfield, Massachusetts 01089

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030977 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 8:12:42 PM

City/State/Zip: Manteno, Illinois 60950

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1030944 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 7:47:44 PM

City/State/Zip: Amesville, Ohio 45711

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030949 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 7:48:58 PM

City/State/Zip: Palatine, Illinois 60074

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031052 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 9:19:11 PM

City/State/Zip: Schaumburg, Illinois 60195

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030976 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 8:12:06 PM

City/State/Zip: Smyrna, Georgia 30080

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030984 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 8:19:08 PM

City/State/Zip: Jupiter, Florida 33458

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1030986 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 8:20:15 PM

City/State/Zip: Omaha, Nebraska 68124

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1031001 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 8:37:58 PM

City/State/Zip: Du Bois, Pennsylvania 15801

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031017 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 8:45:49 PM

City/State/Zip: Phoenix, Arizona 85022

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1031047 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 9:14:53 PM

City/State/Zip: Salem, New Hampshire 03079

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031048 - XXXXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/10/2016 9:18:02 PM**City/State/Zip:** Mills River, North Carolina 28759**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031090 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 10:14:30 PM

City/State/Zip: Martinez, California 94553

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031071 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 9:51:37 PM

City/State/Zip: Minneapolis, Minnesota 55418

Company Complaining About: Comcast

Description

Hey, you greedy jerks--

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Also, grow a conscience, and knock it off.

(b) (6)

Ticket: # 1031072 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 9:56:27 PM

City/State/Zip: Mesa, Arizona 85213

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031079 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 10:01:50 PM

City/State/Zip: Hyde Park, Massachusetts 02136

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031106 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 10:45:49 PM

City/State/Zip: Mc Kean, Pennsylvania 16426

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031101 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 10:31:27 PM

City/State/Zip: Beaverton, Oregon 97003

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031103 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 10:34:29 PM

City/State/Zip: Lonsdale, Minnesota 55046

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031138 - XXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 11:20:29 PM

City/State/Zip: Le Sueur, Minnesota 56058

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031111 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 10:50:45 PM

City/State/Zip: Bridgewater, New Jersey 08807

Company Complaining About: Verizon

Description

I cannot say it any better than this: Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031112 - XX XXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 10:50:48 PM

City/State/Zip: Burnsville, Minnesota 55337

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1031114 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 10:52:20 PM

City/State/Zip: Bridgewater, New Jersey 08807

Company Complaining About: T Mobile

Description

I cannot say it any better than this: Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031115 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 10:56:40 PM

City/State/Zip: Old Forge, New York 13420

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031119 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/10/2016 11:07:34 PM

City/State/Zip: Gilbert, Arizona 85299

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031120 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 11:08:34 PM

City/State/Zip: Albany, California 94706

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031121 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/10/2016 11:08:53 PM

City/State/Zip: Albany, California 94706

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031174 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 12:28:23 AM

City/State/Zip: Round Rock, Texas 78664

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031169 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 12:17:43 AM

City/State/Zip: Norco, California 92860

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031175 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 12:28:42 AM

City/State/Zip: Round Rock, Texas 78664

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031176 - XXXXX XX's complaint re: ISP Zero Rating**Date:** 6/11/2016 12:28:51 AM**City/State/Zip:** Miami, Florida 33137**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031178 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 12:38:19 AM

City/State/Zip: San Jose, California 95124

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031196 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 1:42:10 AM

City/State/Zip: Buena Park, California 90620

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031187 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 1:17:00 AM

City/State/Zip: Minneapolis, Minnesota 55401

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031202 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 2:28:38 AM

City/State/Zip: Rossford, Ohio 43460

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031192 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 1:24:27 AM

City/State/Zip: Mount Vernon, Ohio 43050

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1031193 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 1:32:19 AM

City/State/Zip: Middleburg, Florida 32068

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031208 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 3:20:51 AM

City/State/Zip: Brackenridge, Pennsylvania 15014

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031209 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 3:22:09 AM

City/State/Zip: Brackenridge, Pennsylvania 15014

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031210 - X XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 3:22:10 AM

City/State/Zip: West Valley City, Utah 84128

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031211 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 3:43:14 AM

City/State/Zip: Wappingers Falls, New York 12590

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031230 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 6:00:10 AM

City/State/Zip: Columbus, Ohio 43215

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031240 - XXX XXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 6:34:33 AM

City/State/Zip: Kamuela, Hawaii 96743

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031241 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 6:40:35 AM

City/State/Zip: Stuart, Florida 34997

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031255 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 7:34:29 AM

City/State/Zip: Indianapolis, Indiana 46256

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031260 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 7:46:09 AM

City/State/Zip: Cathedral City, California 92234

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031261 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 7:46:56 AM

City/State/Zip: Cathedral City, California 92234

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031267 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 8:21:48 AM

City/State/Zip: Montgomery, Texas 77356

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031268 - XXXXX XXX's complaint re: ISP Zero Rating

Date: 6/11/2016 8:23:49 AM

City/State/Zip: Sparks, Nevada 89434

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1031269 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 8:24:20 AM

City/State/Zip: Greer, South Carolina 29650

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1031274 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 8:53:21 AM

City/State/Zip: Benton Harbor, Michigan 49022

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1031275 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 8:54:01 AM

City/State/Zip: Benton Harbor, Michigan 49022

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031277 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 9:00:32 AM

City/State/Zip: Trenton, South Carolina 29847

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1031278 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 9:02:36 AM

City/State/Zip: Shreveport, Louisiana 71101

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031295 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 9:41:03 AM

City/State/Zip: Towson, Maryland 21286

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031339 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 10:31:36 AM

City/State/Zip: Burlington, Iowa 52601

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1031352 - XX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 10:42:50 AM

City/State/Zip: Shobonier, Illinois 62885

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1031399 - XXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 11:31:50 AM

City/State/Zip: Huntington Beach, California 92649

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031420 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating

Date: 6/11/2016 11:50:21 AM

City/State/Zip: Decatur, Illinois 62521

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031392 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 11:23:01 AM

City/State/Zip: Canyon, Texas 79015

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031485 - krystal 's complaint re: ISP Zero Rating**Date:** 6/11/2016 1:18:39 PM**City/State/Zip:** Bronx, New York 10473**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031419 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 11:49:40 AM

City/State/Zip: Wolcott, Vermont 05680

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031619 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 3:05:44 PM

City/State/Zip: Lamont, California 93241

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031436 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 12:13:59 PM

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

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031454 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 12:39:58 PM

City/State/Zip: San Luis Obispo, California 93401

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031456 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 12:40:24 PM

City/State/Zip: Fresno, California 93727

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031495 - XXX XXXXXXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/11/2016 1:27:35 PM

City/State/Zip: Olathe, Kansas 66061

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

As someone who already pays far more to Comcast than the value of the service provides, I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might (and do) use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032026 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 12:03:38 AM

City/State/Zip: Bath, Maine 04530

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031519 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 1:49:28 PM

City/State/Zip: Seattle, Washington 98125

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031580 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 2:25:10 PM

City/State/Zip: Kennett Square, Pennsylvania 19348

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. FEEL THE WRATH OF MY CAREFULLY THOUGHT OUT FORM LETTER. But seriously, this shit is VILE.

(b) (6)

Ticket: # 1031945 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 8:58:31 PM

City/State/Zip: Waipahu, Hawaii 96797

Company Complaining About: Verizon

Description

Hoping it's not too late, but I would like my voice added to the collective against those that seek to end net neutrality--

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031603 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 2:56:00 PM

City/State/Zip: Broussard, Louisiana 70518

Company Complaining About: AT&T

Description

It's already happening!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031614 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 3:04:03 PM

City/State/Zip: Fort Worth, Texas 76244

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1031701 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 4:22:40 PM

City/State/Zip: Beverly Hills, California 90210

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Prove that the government does not answer to corporations, but to citizens.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031728 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 4:50:17 PM

City/State/Zip: Kirkland, Washington 98034

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031731 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 4:50:22 PM

City/State/Zip: El Paso, Texas 79912

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031832 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 6:24:25 PM

City/State/Zip: Woodinville, Washington 98072

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031745 - rachel andrews's complaint re: ISP Zero Rating

Date: 6/11/2016 5:05:06 PM

City/State/Zip: Birmingham, Alabama 35209

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031757 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 5:19:18 PM

City/State/Zip: Newport, Rhode Island 02840

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1031778 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 5:39:37 PM

City/State/Zip: Peabody, Massachusetts 01960

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031783 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 5:44:15 PM

City/State/Zip: Collingswood, New Jersey 08108

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031787 - XXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 5:47:02 PM

City/State/Zip: Chicago, Illinois 60630

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031821 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 6:20:29 PM

City/State/Zip: Lancaster, California 93536

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031864 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 6:56:06 PM

City/State/Zip: Winfield, Kansas 67156

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031898 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 7:22:57 PM

City/State/Zip: Albertville, Alabama 35951

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031904 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 7:32:20 PM

City/State/Zip: San Francisco, California 94115

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031921 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 7:56:45 PM

City/State/Zip: Broken Bow, Nebraska 68822

Company Complaining About: Comcast

Description

Protect our public utility. Thank you!!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1031951 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 9:09:11 PM

City/State/Zip: Newport News, Virginia 23601

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1031957 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 9:19:57 PM

City/State/Zip: Mariposa, California 95338

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1031991 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 10:20:03 PM

City/State/Zip: Flint, Michigan 48506

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032014 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 11:12:10 PM

City/State/Zip: Pueblo, Colorado 81004

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032019 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/11/2016 11:42:32 PM

City/State/Zip: Bradenton, Florida 34212

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032023 - Data cap threat from ISP

Date: 6/11/2016 11:58:01 PM

City/State/Zip: Santa Rosa Beach, Florida 32459

Company Complaining About: Mediacom

Description

Our ISP, Mediacom, has a 250 GB data cap that they call an allowance.

Besides artificially trying to inflate and limite a resource that is basically infinite, my biggest issue is that this "allowance" notification unnecessarily changes the packet.

Adding a notification to a page I am researching is troublesome as it changes the information I receive when surfing the Internet. It also serves no purpose other than it feels threatening to have a limitation put on how I can use the service.

As far as I know we did not always have a limit with our usage amount, this is a new tactic to have us consume media in other ways.

I have attached a picture which shows the intrusive notification that is added to websites I visit when we come up on our data "allowance".

Thank you for your time.

Ticket: # 1032033 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 1:10:55 AM

City/State/Zip: Logan, Utah 84321

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are now again creating more, harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all! Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032034 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/12/2016 1:22:07 AM**City/State/Zip:** Georgetown, Kentucky 40324**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032036 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/12/2016 1:50:21 AM

City/State/Zip: Harlingen, Texas 78550

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032043 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 3:23:07 AM

City/State/Zip: Sulphur, Louisiana 70663

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032044 - XX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 3:39:32 AM

City/State/Zip: Brookings, Oregon 97415

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032075 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 9:43:25 AM

City/State/Zip: Richmond, Texas 77469

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1032081 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 10:09:11 AM

City/State/Zip: Claflin, Kansas 67525

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032118 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 11:07:13 AM

City/State/Zip: Lombard, Illinois 60148

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032136 - XXXXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 11:40:34 AM

City/State/Zip: Stockton, California 95215

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032265 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 3:40:21 PM

City/State/Zip: Frederick, Maryland 21704

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032162 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 12:23:07 PM

City/State/Zip: Bethlehem, Pennsylvania 18017

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032166 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 12:28:41 PM

City/State/Zip: Schenectady, New York 12305

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032266 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 3:41:11 PM

City/State/Zip: Frederick, Maryland 21704

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032232 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 2:37:30 PM

City/State/Zip: Westerville, Ohio 43081

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032357 - XXXXXXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 6:17:14 PM

City/State/Zip: Chicago, Illinois 60645

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032245 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 3:08:32 PM

City/State/Zip: Oakland, California 94610

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032272 - XXXXX X's complaint re: ISP Zero Rating

Date: 6/12/2016 3:43:16 PM

City/State/Zip: Kansas City, Missouri 64157

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032274 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 3:48:58 PM

City/State/Zip: Valley Village, California 91607

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032275 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/12/2016 3:49:20 PM**City/State/Zip:** Ontario, California 91764**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032292 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 4:14:21 PM

City/State/Zip: Stanwood, Washington 98292

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1032395 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/12/2016 7:47:27 PM**City/State/Zip:** Morgantown, Indiana 46160**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1032306 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 4:43:44 PM

City/State/Zip: Iowa City, Iowa 52240

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032359 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 6:34:05 PM

City/State/Zip: Woodstock, Maryland 21163

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032340 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 5:48:07 PM

City/State/Zip: Bridgeport, Connecticut 06606

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032344 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 5:54:30 PM

City/State/Zip: Bellevue, Washington 98004

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032394 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 7:46:42 PM

City/State/Zip: Morgantown, Indiana 46160

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032683 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 9:58:34 AM

City/State/Zip: Temple, Texas 76502

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032423 - XXX XXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 8:24:08 PM

City/State/Zip: Philadelphia, Pennsylvania 19125

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032446 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 8:56:17 PM

City/State/Zip: Davis, California 95616

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032521 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 11:33:29 PM

City/State/Zip: Sunnyvale, California 94086

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032522 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/12/2016 11:36:03 PM

City/State/Zip: Sunnyvale, California 94086

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032541 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/13/2016 12:44:48 AM

City/State/Zip: Greer, South Carolina 29651

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6) [REDACTED]

Ticket: # 1032545 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 1:15:54 AM

City/State/Zip: Saint Louis, Missouri 63104

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032546 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 1:18:39 AM

City/State/Zip: Simi Valley, California 93063

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032558 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 2:15:24 AM

City/State/Zip: Rancho Santa Margarita, California 92688

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032564 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 4:55:42 AM

City/State/Zip: Clarkston, Michigan 48348

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032584 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 8:09:52 AM

City/State/Zip: Saint Joseph, Michigan 49085

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032643 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 9:36:09 AM

City/State/Zip: Upper Chichester, Pennsylvania 19061

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032686 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 10:00:06 AM

City/State/Zip: Temple, Texas 76502

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032720 - X XXXXXX's complaint re: ISP Zero Rating**Date:** 6/13/2016 10:18:22 AM**City/State/Zip:** Bloomingdale, Illinois 60108**Company Complaining About:** Comcast

Description

It never ends does it? This is absolutely absurd and needs to be stopped. How exactly does making a decision behind closed doors, speaking only to those these decisions benefit, as opposed to hearing from those who clearly would not as well, make for sound decision making on your part? I'll answer that for you, it doesn't. This is shady, back door dealing and it's disgusting the FCC would be a party to it.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1032724 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 10:22:28 AM

City/State/Zip: Irvine, California 92620

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1032949 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 11:55:49 AM

City/State/Zip: Chicago, Illinois 60638

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036094 - XXXXX XXXX 's complaint re: ISP Zero Rating

Date: 6/14/2016 6:09:17 PM

City/State/Zip: Hollywood, Florida 33020

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1033613 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 3:55:26 PM

City/State/Zip: Fort Lauderdale, Florida 33309

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1033638 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 4:05:59 PM

City/State/Zip: Mechanicsville, Virginia 23116

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036810 - XXXXX XXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:19:09 PM

City/State/Zip: Oak Ridge, Tennessee 37830

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034525 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 4:38:50 AM

City/State/Zip: Haverhill, Massachusetts 01835

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036124 - XXXXX XXXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: Reseda, California 91335

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1033758 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 5:00:27 PM

City/State/Zip: East Syracuse, New York 13057

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1033842 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 5:27:59 PM

City/State/Zip: Detroit, Michigan 48214

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034138 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 7:35:28 PM

City/State/Zip: Smithfield, Utah 84335

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034058 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 6:55:46 PM

City/State/Zip: Wasco, California 93280

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034486 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 1:54:17 AM

City/State/Zip: Morgantown, West Virginia 26505

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034128 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 7:32:54 PM

City/State/Zip: Smithfield, Utah 84335

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034202 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 8:12:06 PM

City/State/Zip: West Haven, Connecticut 06516

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034309 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 9:42:07 PM

City/State/Zip: Salt Lake City, Utah 84118

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034358 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/13/2016 10:25:31 PM

City/State/Zip: Naperville, Illinois 60565

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034476 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/14/2016 1:06:46 AM

City/State/Zip: Quincy, Massachusetts 02269

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034491 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 2:04:28 AM

City/State/Zip: San Francisco, California 94122

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034524 - XXXXX XXXX's complaint re: ISP Zero Rating**Date:** 6/14/2016 4:38:05 AM**City/State/Zip:** Haverhill, Massachusetts 01835**Company Complaining About:** Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034751 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:11:26 AM

City/State/Zip: Napanoch, New York 12458

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034774 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:23:39 AM

City/State/Zip: Winder, Georgia 30680

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1034886 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:00:15 AM

City/State/Zip: Statesville, North Carolina 28677

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036088 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:08:05 PM

City/State/Zip: Jamaica, New York 11435

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1035128 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 12:23:47 PM

City/State/Zip: Scranton, Pennsylvania 18504

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1035049 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:59:42 AM

City/State/Zip: Mountain View, California 94041

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1035272 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 1:35:02 PM

City/State/Zip: Raleigh, North Carolina 27607

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036089 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:08:05 PM

City/State/Zip: Soldier, Kansas 66540

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036131 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:17:39 PM

City/State/Zip: Hillside, New Jersey 07205

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1035398 - Cox Cable

Date: 6/14/2016 2:19:13 PM

City/State/Zip: Parma Heights, Ohio 44130

Company Complaining About: Cox

Description

Cox cable has instituted a low data cap of 350 gigs and charging fees if you go over and i'm pretty sure they do not count bandwidth used for Cox's streaming services.

Ticket: # 1035418 - Cable One Data Limits**Date:** 6/14/2016 2:26:47 PM**City/State/Zip:** Joplin, Missouri 64801**Company Complaining About:** Cable One

Description

Around October of 2014 Cable One advertised internet service with no limits. This caught my attention and I switched providers. About a year later I received a notice that I had exceed the data cap on my plan 3 times in a year and therefor I would be forced to upgrade to the next plan resulting in \$30 more per month. After 3 more months this happened again. Needless to say, going from \$50 per month to \$120 in 6 months has made for a very unpleasant experience.

Users of internet service who stream video are regularly the victim of companies with data limits. These customers are looking for an alternative to the cable television packages and the cable companies are placing limits on the service to block them.

I believe CableOne is implementing data limits to circumvent the Net Neutrality policy and should be investigated under the power given to the FCC under Title II.

Ticket: # 1035493 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 2:54:30 PM

City/State/Zip: Houston, Texas 77047

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1035573 - complaint re: ISP Zero Rating

Date: 6/14/2016 3:23:41 PM

City/State/Zip: Saint Louis, Missouri 63118

Company Complaining About: Comcast, Verizon, At&t And T-mobile

Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036885 - XXXXXXXX XXXX 's complaint re: ISP Zero Rating

Date: 6/15/2016 12:28:01 AM

City/State/Zip: Miami, Florida 33173

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1035652 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 3:40:08 PM

City/State/Zip: San Jose, California 95158

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1035940 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 5:10:46 PM

City/State/Zip: Covington, Kentucky 41014

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036966 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 2:13:14 AM

City/State/Zip: Garden Valley, California 95633

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036886 - XXXXXX XXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:29:55 AM

City/State/Zip: San Jose, California 95120

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036075 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:05:05 PM

City/State/Zip: Madera, California 93637

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036065 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:02:36 PM

City/State/Zip: Chicago, Illinois 60624

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036069 - X XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:03:17 PM

City/State/Zip: Valley Center, California 92082

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036074 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:04:56 PM

City/State/Zip: Templeton, Massachusetts 01468

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036093 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:09:02 PM

City/State/Zip: Delmar, New York 12054

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036081 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:07:13 PM

City/State/Zip: Troy, Missouri 63379

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036085 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:07:50 PM

City/State/Zip: Chicago, Illinois 60640

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036086 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:08:00 PM

City/State/Zip: Randolph, Maine 04346

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036092 - XXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:09:00 PM

City/State/Zip: Virginia Beach, Virginia 23462

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036095 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:09:19 PM

City/State/Zip: Brinklow, Maryland 20862

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036097 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:09:31 PM

City/State/Zip: Salt Lake City, Utah 84106

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036099 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:09:47 PM

City/State/Zip: Nokesville, Virginia 20181

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036102 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:10:34 PM

City/State/Zip: Austin, Texas 78747

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036103 - XXXXXX XXXXXXXXXX's XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:10:39 PM

City/State/Zip: Orange, California 92865

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036104 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:10:41 PM

City/State/Zip: Orange, California 92865

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036107 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:11:34 PM

City/State/Zip: Austin, Texas 78755

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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(b) (6)

Ticket: # 1036109 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:12:17 PM

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

Ticket: # 1036110 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:12:44 PM

City/State/Zip: Reno, Nevada 89523

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036114 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:13:13 PM

City/State/Zip: Rockville, Maryland 20852

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036118 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:14:04 PM

City/State/Zip: Corona, California 92880

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036136 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:19:11 PM

City/State/Zip: Champaign, Illinois 61821

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036126 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:16:12 PM

City/State/Zip: Jonesboro, Georgia 30236

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1036132 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:18:11 PM

City/State/Zip: Watertown, Massachusetts 02472

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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(b) (6)

Ticket: # 1036144 - XXXXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:20:52 PM

City/State/Zip: Auburn, Washington 98002

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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Christopher M Fields

Ticket: # 1036145 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:21:15 PM

City/State/Zip: Bronx, New York 10472

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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(b) (6)

Ticket: # 1036146 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:21:19 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1036151 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:23:11 PM

City/State/Zip: Skokie, Illinois 60076

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Additionally, according to various sources cited by NPR, the country that invented the Internet has fallen behind, in terms of Internet Speed per dollar spent, compared to other Industrialized countries. These companies seem to always fault Government agencies for stifling innovation and Free-Market policies; yet, they can't help but strive for the largest market share for their company. Free-Market economies work because Government Agencies ensure a fair set of rules are adhered to; not despite of this intervention.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036152 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:23:38 PM

City/State/Zip: Akron, Ohio 44310

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1036158 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:25:10 PM

City/State/Zip: Beaverton, Oregon 97005

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036162 - XXXXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:25:44 PM

City/State/Zip: Aurora, Colorado 80015

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036166 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:26:22 PM

City/State/Zip: Kansas City, Missouri 64151

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036181 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:35:06 PM

City/State/Zip: New Freedom, Pennsylvania 17349

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036173 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:30:10 PM

City/State/Zip: Windsor, California 95492

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036184 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:36:15 PM

City/State/Zip: Abingdon, Maryland 21009

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037416 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 10:57:39 AM

City/State/Zip: Winnetka, Illinois 60093

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036187 - XXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/14/2016 6:37:44 PM**City/State/Zip:** Salt Lake City, Utah 84103**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036192 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:40:12 PM

City/State/Zip: Lehigh Acres, Florida 33976

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036204 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:45:30 PM

City/State/Zip: New Orleans, Louisiana 70117

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1036198 - Agostino Notarianni 's complaint re: ISP Zero Rating**Date:** 6/14/2016 6:42:16 PM**City/State/Zip:** Goodyear, Arizona 85338**Company Complaining About:** T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036199 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:43:16 PM

City/State/Zip: Santa Monica, California 90404

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036200 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:44:05 PM

City/State/Zip: Grass Valley, California 95945

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036211 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:47:01 PM

City/State/Zip: New Orleans, Louisiana 70117

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036215 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:48:46 PM

City/State/Zip: Birmingham, Alabama 35205

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. (THIS IS CRAZY! and SO expensive!!!). Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program (how is this fair?! ATT already makes huuuuuge Bucks by overcharging on mobile plans! No!). This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have!!!!!!

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036216 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:49:19 PM

City/State/Zip: Las Vegas, Nevada 89122

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036228 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:54:36 PM

City/State/Zip: Oswego, New York 13126

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036227 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:53:41 PM

City/State/Zip: Pittsburgh, Pennsylvania 15226

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036239 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:58:44 PM

City/State/Zip: Cutler Bay, Florida 33189

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036264 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/14/2016 7:06:52 PM

City/State/Zip: Tyngsboro, Massachusetts 01879

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036247 - XXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:59:30 PM

City/State/Zip: Mesa, Arizona 85204

Company Complaining About: T Mobile

Description

I am one of T-Mobile's top 5% customers. Been with VoiceStream/T-Mobile 17+ years. So, LISTEN UP!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out.

But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it.

Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements.

This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules.

Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them.

In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile.

Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036248 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 6:59:33 PM

City/State/Zip: El Cerrito, California 94530

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036255 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:03:12 PM

City/State/Zip: Wadley, Georgia 30477

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036256 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:03:24 PM

City/State/Zip: Westlake Village, California 91362

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036268 - XXXXXXXXXXXXXXXXXXXXXXXXXXXX X's complaint re: ISP Zero Rating

Date: 6/14/2016 7:10:54 PM

City/State/Zip: Seattle, Washington 98118

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1036270 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:11:09 PM

City/State/Zip: Delray Beach, Florida 33445

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036274 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:12:51 PM

City/State/Zip: Oreland, Pennsylvania 19075

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036281 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:14:30 PM

City/State/Zip: Vancouver, Washington 98685

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036284 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:16:58 PM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036285 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:17:08 PM

City/State/Zip: Laurel, Maryland 20726

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036299 - XXXXXXXX XXXX 's complaint re: ISP Zero Rating

Date: 6/14/2016 7:21:13 PM

City/State/Zip: Newtown, Pennsylvania 18940

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036368 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:40:04 PM

City/State/Zip: Sebastopol, California 95472

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036315 - XXXXXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:25:35 PM

City/State/Zip: Portland, Oregon 97210

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036308 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:23:51 PM

City/State/Zip: Los Angeles, California 90034

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037787 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:47:13 PM

City/State/Zip: Waterford, Michigan 48328

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036335 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:30:41 PM

City/State/Zip: San Marcos, California 92069

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036360 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:38:23 PM

City/State/Zip: Bonham, Texas 75418

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036347 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:34:52 PM

City/State/Zip: Salem, Virginia 24153

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036371 - XXXXXXXXXXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/14/2016 7:40:34 PM

City/State/Zip: Manassas, Virginia 20110

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036380 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:42:57 PM

City/State/Zip: Terrebonne, Oregon 97760

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036385 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:45:50 PM

City/State/Zip: San Francisco, California 94131

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036386 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:47:07 PM

City/State/Zip: Port Saint Joe, Florida 32456

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036390 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:48:27 PM

City/State/Zip: Las Vegas, Nevada 89148

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036393 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:49:46 PM

City/State/Zip: San Francisco, California 94103

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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(b) (6)

Ticket: # 1036395 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:50:39 PM

City/State/Zip: San Francisco, California 94103

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

Ticket: # 1036397 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:51:38 PM

City/State/Zip: Indianapolis, Indiana 46268

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036399 - XXXXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:51:50 PM

City/State/Zip: Eucha, Oklahoma 74342

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036401 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:52:12 PM

City/State/Zip: Indianapolis, Indiana 46268

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036405 - XXXXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 7:52:26 PM

City/State/Zip: Eucha, Oklahoma 74342

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036458 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 8:19:51 PM

City/State/Zip: Bluffton, South Carolina 29909

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036426 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 8:06:01 PM

City/State/Zip: Cambridge, Massachusetts 02139

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036463 - XXXX X's complaint re: ISP Zero Rating

Date: 6/14/2016 8:22:04 PM

City/State/Zip: Lakewood, Colorado 80227

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036422 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 8:04:07 PM

City/State/Zip: Council Bluffs, Iowa 51503

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036466 - XXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 8:26:18 PM

City/State/Zip: Los Angeles, California 90035

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036438 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 8:13:19 PM

City/State/Zip: Flagstaff, Arizona 86005

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036441 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 8:13:49 PM

City/State/Zip: Indianapolis, Indiana 46237

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

The numerical number of cable companies is shrinking. Since they are becoming larger, there is no competition. The costs they charge is ridiculous. This country pays more for the internet than many others.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036468 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 8:28:59 PM

City/State/Zip: New Lisbon, Wisconsin 53950

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036505 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 8:49:48 PM

City/State/Zip: Moscow, Idaho 83843

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1036475 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 8:33:40 PM

City/State/Zip: Alexandria, Virginia 22314

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036538 - XXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:11:26 PM

City/State/Zip: West Chester, Pennsylvania 19380

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036480 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 8:36:56 PM

City/State/Zip: Plantation, Florida 33317

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036482 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 8:37:27 PM

City/State/Zip: Poughkeepsie, New York 12601

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036542 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:12:42 PM

City/State/Zip: Ferndale, Michigan 48220

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036566 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:29:32 PM

City/State/Zip: Buena Park, California 90621

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036558 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:27:25 PM

City/State/Zip: Churchville, Virginia 24421

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036508 - Broadband / DSL Data Caps**Date:** 6/14/2016 8:50:30 PM**City/State/Zip:** Hilliard, Ohio 43026**Company Complaining About:** AT&T

Description

AT&T have begun capping their users' usage for a given month and charging more if users go over this cap. The method of describing this practice to their users was decidedly underhanded; they began by silently introducing the caps and "choosing to not enforce them". Then they raised the caps and began enforcing, informing their users that their "data caps were being raised as of May 23".

This practice is deceitful and deliberately misleading to the consumer. The practice of instituting caps on the monthly consumption of data violates the principles of open internet access and net neutrality. Additionally, the offers they have given to their users demonstrate a willful violation of consumer trust: AT&T is advertising to their users that they could "upgrade" their package to include a DIRECTV subscription and would then not be subject to data caps.

This is an indirect violation of the FCC's stated rules of Paid Prioritization. AT&T is missing out on cable cutters' business and are now trying to cut into their competitor's streaming business by throttling the usage of end users; while simultaneously funneling the users that choose to "opt out" by paying their affiliate for satellite instead of using other popular streaming options. By "Indirect Violation" here, I am saying that while this might not be technically illegal at present it is most certainly activity that violates the spirit of the law and should be something the FCC additionally disallows to continue to protect the free and open internet.

FCC, please take action. AT&T is misleading consumers and violating their rights. I have cancelled my service with them at this time, but I am in an area with only two competing providers available to me. If you don't step up to stop this behavior now, I will soon be out of local options and be forced to choose between restricted internet access or moving from my home.

Ticket: # 1036528 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:04:37 PM

City/State/Zip: Pahoa, Hawaii 96778

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036521 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:00:38 PM

City/State/Zip: Murrieta, California 92563

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036537 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:11:08 PM

City/State/Zip: Los Angeles, California 90035

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036548 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:20:46 PM

City/State/Zip: Naples, Florida 34119

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036550 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:24:04 PM

City/State/Zip: Sykesville, Maryland 21784

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036552 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:24:43 PM

City/State/Zip: Berkeley, California 94708

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036553 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:24:44 PM

City/State/Zip: Wheaton, Illinois 60187

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036554 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:25:34 PM

City/State/Zip: Middlebury, Vermont 05753

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036555 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:26:24 PM

City/State/Zip: Rockville, Maryland 20850

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036565 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:29:28 PM

City/State/Zip: Roanoke, Virginia 24015

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036559 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:27:43 PM

City/State/Zip: Oak View, California 93022

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036560 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:27:48 PM

City/State/Zip: Point, Texas 75472

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036561 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:27:55 PM

City/State/Zip: New York, New York 10013

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036570 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:31:40 PM

City/State/Zip: Seattle, Washington 98125

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036571 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:32:03 PM

City/State/Zip: Saint George, Utah 84770

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036569 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:31:02 PM

City/State/Zip: Litchfield Park, Arizona 85340

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036573 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:32:30 PM

City/State/Zip: Sioux Falls, South Dakota 57105

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036574 - XXXXXXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:33:04 PM

City/State/Zip: Randolph, Massachusetts 02368

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036575 - XXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:33:19 PM

City/State/Zip: Walnut Creek, California 94595

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036576 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:33:31 PM

City/State/Zip: Dorchester, Massachusetts 02122

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036577 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:33:59 PM

City/State/Zip: Los Angeles, California 90019

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of us who spoke out. Now the exact same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036578 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:34:20 PM

City/State/Zip: Sonoma, California 95476

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036579 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:34:20 PM

City/State/Zip: Santa Monica, California 90404

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036580 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:34:39 PM

City/State/Zip: Portland, Oregon 97202

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036581 - XXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:34:56 PM

City/State/Zip: New York, New York 10003

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036601 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/14/2016 9:39:53 PM**City/State/Zip:** Sutton, Massachusetts 01590**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036584 - XXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:35:39 PM

City/State/Zip: Sacramento, California 95823

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036585 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:35:40 PM

City/State/Zip: Petaluma, California 94954

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036587 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:35:56 PM

City/State/Zip: Portland, Oregon 97210

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036589 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:36:19 PM

City/State/Zip: Madison, Connecticut 06443

Company Complaining About: Comcast

Description

I support a free and open Internet. All the ISPs make plenty of money by charging us for access to the Internet, they should not be given additional profit by manipulating the content the we can see. Their role is to provide access to ALL the content equally.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036590 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:36:27 PM

City/State/Zip: Toledo, Ohio 43606

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036591 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:36:34 PM

City/State/Zip: Chalfont, Pennsylvania 18914

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036592 - XXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:36:42 PM

City/State/Zip: Florence, Massachusetts 01062

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036594 - XXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:37:31 PM

City/State/Zip: Los Angeles, California 90042

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036595 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:38:44 PM

City/State/Zip: Chester, Pennsylvania 19013

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036596 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:39:11 PM

City/State/Zip: Cottage Grove, Wisconsin 53527

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036597 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:39:13 PM

City/State/Zip: Houston, Texas 77006

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036598 - X XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:39:26 PM

City/State/Zip: Ann Arbor, Michigan 48103

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036600 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:39:43 PM

City/State/Zip: Columbus, Georgia 31903

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036602 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:39:54 PM

City/State/Zip: Berkeley, California 94703

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036605 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:41:44 PM

City/State/Zip: Tyler, Texas 75703

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036607 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:41:57 PM

City/State/Zip: Orange Park, Florida 32065

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036608 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:42:00 PM

City/State/Zip: Portland, Oregon 97213

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036609 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:42:17 PM

City/State/Zip: Richmond, California 94805

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036610 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:42:38 PM

City/State/Zip: Culbertson, Nebraska 69024

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036611 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:43:27 PM

City/State/Zip: Long Beach, California 90803

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036612 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:43:37 PM

City/State/Zip: Panama City Beach, Florida 32413

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036613 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:43:38 PM

City/State/Zip: San Ramon, California 94583

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036614 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:43:42 PM

City/State/Zip: Magalia, California 95954

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036615 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:44:10 PM

City/State/Zip: Magalia, California 95954

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036616 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:44:32 PM

City/State/Zip: Brooklyn, New York 11209

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036617 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:44:50 PM

City/State/Zip: Bothell, Washington 98011

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1036618 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:45:06 PM

City/State/Zip: Emeryville, California 94608

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

(b) (6)

Ticket: # 1036620 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:48:40 PM

City/State/Zip: Nashville, Tennessee 37202

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036621 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:48:42 PM

City/State/Zip: Waterbury Center, Vermont 05677

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036629 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:51:06 PM

City/State/Zip: Costa Mesa, California 92627

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036623 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:49:03 PM

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036624 - XXXXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/14/2016 9:49:33 PM

City/State/Zip: Chicago, Illinois 60625

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036625 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:50:07 PM

City/State/Zip: Vancouver, Washington 98665

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036626 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:50:41 PM

City/State/Zip: Los Angeles, California 90027

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036627 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:50:47 PM

City/State/Zip: Columbus, Ohio 43212

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036628 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/14/2016 9:51:00 PM

City/State/Zip: Austin, Texas 78723

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036630 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:51:23 PM

City/State/Zip: Monterey, California 93944

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036634 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:52:41 PM

City/State/Zip: Honolulu, Hawaii 96817

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1044215 - Bandwidth Data Cap**Date:** 6/19/2016 7:51:28 AM**City/State/Zip:** Rolling Hills Estates, California 90274**Company Complaining About:** Cox

Description

I was not aware that data caps existed for residential internet. This is unacceptable. The activity that used about 40 GB/day was greatly caused by a marathon of the show Orange is the New Black on Netflix. Let me reiterate, just streaming Netflix. No illegal or large downloads of files or torrenting or hosting. Just watching shows.

Not only is 350 GB/ mo is abysmal, but most people use a home network to do most of their browsing. Most devices are connected to a home network, and many people's livelihoods depends on the internet. Access to government forms, educational material, social services, and entertainment have greatly expanded through the internet. To make this necessity "for pay" after the internet has become such an integral part of society and everyone's day to day lives is exploitation. Net neutrality needs to be preserved so that everyone can have fair access to information, much like public libraries offer free services. Paper forms are becoming more and more obsolete and, people can now file taxes online, renew their drivers license online, file for health insurance online, take care of their finances online, and receive an education online. To place a "cap" on these opportunities is to systematically "cap" the potential of each individual, and to disproportionately suppress those that are not wealthy. The internet cannot be exclusively for the rich after this has already become a necessity.

Please discontinue the practice of allowing data caps for ISP's and reinstate unlimited internet usage for--at least--residential home networks.

Ticket: # 1036636 - XXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:52:52 PM

City/State/Zip: Slidell, Louisiana 70458

Company Complaining About: T Mobile

Description

This is not what the net was designed or meant to be. It's bad enough with the economic divide, now the FCC wants only the 1% to have fast internet. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036637 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:52:57 PM

City/State/Zip: Monterey, California 93942

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036638 - XXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:53:04 PM

City/State/Zip: Chicago, Illinois 60630

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036639 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:53:05 PM

City/State/Zip: Canoga Park, California 91304

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036642 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:54:16 PM

City/State/Zip: Grovetown, Georgia 30813

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036643 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:54:17 PM

City/State/Zip: Canton, Georgia 30114

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036644 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:55:24 PM

City/State/Zip: Canton, Georgia 30115

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036646 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:55:45 PM

City/State/Zip: Canton, Georgia 30115

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036649 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:57:07 PM

City/State/Zip: Sunnyvale, California 94086

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036650 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 9:57:52 PM

City/State/Zip: Seattle, Washington 98101

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036670 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:08:48 PM

City/State/Zip: Charlotte, North Carolina 28270

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036660 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:05:26 PM

City/State/Zip: Norwalk, Connecticut 06851

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1036661 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:05:44 PM

City/State/Zip: Seattle, Washington 98125

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036664 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:06:11 PM

City/State/Zip: Clovis, California 93619

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

Ticket: # 1036672 - XXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:10:08 PM

City/State/Zip: Denver, Colorado 80235

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036674 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:11:07 PM

City/State/Zip: Pacific Grove, California 93950

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036675 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:11:09 PM

City/State/Zip: Desert Hot Springs, California 92241

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

Ticket: # 1036685 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:15:42 PM

City/State/Zip: Rockville, Maryland 20852

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

Ticket: # 1036680 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:13:00 PM

City/State/Zip: Fort Worth, Texas 76133

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036682 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:13:55 PM

City/State/Zip: Chevy Chase, Maryland 20815

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036683 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:14:31 PM

City/State/Zip: La Mesa, California 91942

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036684 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:15:34 PM

City/State/Zip: Temecula, California 92592

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036686 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:16:18 PM

City/State/Zip: Cortland, New York 13045

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036712 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:24:36 PM

City/State/Zip: Hamden, Connecticut 06517

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036690 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

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

City/State/Zip: Wailuku, Hawaii 96793

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. We the people of the United States of America will not stand down period! We are on to all the perverse money grabber types from the White House on down. Cease your activities!

(b) (6)

Ticket: # 1036691 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:19:33 PM

City/State/Zip: Epsom, New Hampshire 03234

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036694 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:20:01 PM

City/State/Zip: Epsom, New Hampshire 03234

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036699 - XXXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/14/2016 10:21:35 PM**City/State/Zip:** Gold River, California 95670**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036702 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:22:06 PM

City/State/Zip: Greenport, New York 11944

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036704 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:22:38 PM

City/State/Zip: Black Mountain, North Carolina 28711

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036705 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:22:58 PM

City/State/Zip: Lake Forest, Illinois 60045

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036708 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:23:58 PM

City/State/Zip: Louisville, Kentucky 40214

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036711 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:24:26 PM

City/State/Zip: Lakeside, California 92040

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036759 - XXXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/14/2016 10:47:37 PM**City/State/Zip:** Minneapolis, Minnesota 55418**Company Complaining About:** Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036714 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:25:05 PM

City/State/Zip: Clackamas, Oregon 97015

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036715 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:25:25 PM

City/State/Zip: Brooklyn, New York 11217

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036716 - XXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:27:57 PM

City/State/Zip: Colonia, New Jersey 07067

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036717 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:28:26 PM

City/State/Zip: Santa Clara, California 95051

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036719 - XXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/14/2016 10:29:15 PM

City/State/Zip: Royal Oak, Michigan 48073

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036721 - X XX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:29:59 PM

City/State/Zip: Inver Grove Heights, Minnesota 55076

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036737 - XXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:36:43 PM

City/State/Zip: Bellingham, Washington 98226

Company Complaining About: Comcast

Description

Internet has become a necessity in our society and should be equal for all peoples and ideas.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036726 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:32:27 PM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036732 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:34:48 PM

City/State/Zip: Solana Beach, California 92075

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036734 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:34:57 PM

City/State/Zip: Flowery Branch, Georgia 30542

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036738 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:37:06 PM

City/State/Zip: Mount Vernon, Washington 98274

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036739 - XXXXXXXXXX XXXXX 's complaint re: ISP Zero Rating

Date: 6/14/2016 10:38:03 PM

City/State/Zip: Los Angeles, California 90025

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036740 - XXXXXXXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:38:04 PM

City/State/Zip: Quincy, Illinois 62301

Company Complaining About: Comcast

Description

[I agree with the statement below. I would write my own but this one is really quite good. I'll add that keeping net neutrality here will set an example for other parts of the world where human rights issues are even more pressing, and freedom of speech quite limited. -Kris]

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036741 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:38:25 PM

City/State/Zip: East Newark, New Jersey 07029

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036742 - XXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:38:49 PM

City/State/Zip: Fairbanks, Alaska 99712

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036744 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:39:32 PM

City/State/Zip: Wathena, Kansas 66090

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036762 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:49:07 PM

City/State/Zip: Sacramento, California 95814

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036763 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:49:48 PM

City/State/Zip: New Britain, Connecticut 06053

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036747 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:40:36 PM

City/State/Zip: Havertown, Pennsylvania 19083

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036748 - XXXXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/14/2016 10:41:15 PM**City/State/Zip:** Lexington, Kentucky 40515**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1036749 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:41:41 PM

City/State/Zip: Canton, Michigan 48187

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

Ticket: # 1036750 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:41:57 PM

City/State/Zip: Ann Arbor, Michigan 48103

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036753 - XXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:44:05 PM

City/State/Zip: Houston, Texas 77062

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036755 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:45:51 PM

City/State/Zip: Sunnyvale, California 94087

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

Ticket: # 1036756 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:46:11 PM

City/State/Zip: Grand Rapids, Michigan 49505

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036765 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:50:32 PM

City/State/Zip: O Fallon, Missouri 63366

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036769 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:55:02 PM

City/State/Zip: Jackson, Mississippi 39212

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036770 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:55:06 PM

City/State/Zip: Myrtle Beach, South Carolina 29579

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036775 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:56:52 PM

City/State/Zip: Bradenton, Florida 34205

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036777 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:57:02 PM

City/State/Zip: Portland, Oregon 97222

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036779 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:57:24 PM

City/State/Zip: Sterling, Virginia 20164

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036783 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 10:58:51 PM

City/State/Zip: Bradenton, Florida 34205

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036788 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:05:16 PM

City/State/Zip: Oak Harbor, Washington 98277

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036789 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:05:42 PM

City/State/Zip: Charlotte, North Carolina 28226

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036790 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:05:45 PM

City/State/Zip: Minneapolis, Minnesota 55423

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036791 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:06:37 PM

City/State/Zip: Palm Springs, California 92262

Company Complaining About: AT&T

Description

Just last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036793 - XXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:10:22 PM

City/State/Zip: Lancaster, Pennsylvania 17601

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036794 - XXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:10:27 PM

City/State/Zip: Tonawanda, New York 14150

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036795 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:11:02 PM

City/State/Zip: Riverside, California 92509

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating HARMFUL NEW SCHEMES that pose a SERIOUS THREAT to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be EXEMPTED from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face HUGE BARRIERS if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. THAT'S NOT THE KIND OF INTERNET THAT I WANT TO HAVE.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately HURT Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then MUST PASS THAT COST ONTO ME!!!!!!!!!!!!!!!!!!!!!!).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt OUR ECONOMY AND OUR DEMOCRACY. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules!!!!!! YES, INVESTIGATE VERIZON!!!!!!

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036796 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:11:02 PM

City/State/Zip: Cape Coral, Florida 33904

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036797 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:11:32 PM

City/State/Zip: Deer Park, Texas 77536

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036802 - XXXXX XXXXXXX 's complaint re: ISP Zero Rating

Date: 6/14/2016 11:15:37 PM

City/State/Zip: Terre Haute, Indiana 47804

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Jerri Barnard

Ticket: # 1036804 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:16:23 PM

City/State/Zip: New York, New York 10002

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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Dorothy A Leung

Ticket: # 1036806 - XXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:17:19 PM

City/State/Zip: Prescott, Arizona 86303

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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Tom Wenzel

Ticket: # 1036807 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:18:05 PM

City/State/Zip: Desert Hot Springs, California 92240

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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Kathryn Butterfield

Ticket: # 1036811 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:19:12 PM

City/State/Zip: Albuquerque, New Mexico 87106

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

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Jerry W. Kelley

Ticket: # 1036813 - Cox Communications Cuts Data Cap In Half

Date: 6/14/2016 11:19:41 PM

City/State/Zip: Las Vegas, Nevada 89108

Company Complaining About: Cox

Description

Firstly data caps themselves are a gross violation of net neutrality, ;argely because the ISPs exempt their own services from those caps.

However I specifically purchased Cox's "Ultimate" internet package with a 2 TB data plan. 9 days ago it came to my attention that Cox Communications cut the data plan in half to 1 TB without any notice or even mentioning it to customers. Of course the price they charge remains the same.

Like in many cities, Cox has a monopoly on high speed internet and I have to choice but to use their service for decent internet.

Ticket: # 1036814 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:21:45 PM

City/State/Zip: Crest Hill, Illinois 60403

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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cecilia seabrook

Ticket: # 1036816 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:24:06 PM

City/State/Zip: Pepeekeo, Hawaii 96783

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036817 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:25:38 PM

City/State/Zip: Vero Beach, Florida 32962

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036818 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:26:51 PM

City/State/Zip: Poulsbo, Washington 98370

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

Ticket: # 1036819 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:27:43 PM

City/State/Zip: Cape Coral, Florida 33904

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036821 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:30:20 PM

City/State/Zip: Ithaca, New York 14850

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036827 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:32:58 PM

City/State/Zip: Oklahoma City, Oklahoma 73107

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036828 - XXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:33:45 PM

City/State/Zip: Dallas, Texas 75212

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036832 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:38:37 PM

City/State/Zip: Birmingham, Alabama 35242

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036846 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:43:31 PM

City/State/Zip: Birmingham, Alabama 35213

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036838 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:41:18 PM

City/State/Zip: San Jose, California 95125

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036839 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:41:49 PM

City/State/Zip: Denver, Colorado 80238

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1036840 - XX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:42:02 PM

City/State/Zip: Austin, Texas 78763

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036844 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:42:48 PM

City/State/Zip: Anaheim, California 92802

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036850 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:50:58 PM

City/State/Zip: Germantown, Maryland 20874

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036854 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:53:25 PM

City/State/Zip: Houston, Texas 77043

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036855 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:54:31 PM

City/State/Zip: Indian Harbour Beach, Florida 32937

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036856 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:54:43 PM

City/State/Zip: Houston, Texas 77043

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036858 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:58:24 PM

City/State/Zip: Seattle, Washington 98109

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036859 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/14/2016 11:58:44 PM

City/State/Zip: Columbia, Missouri 65202

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036864 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:00:53 AM

City/State/Zip: Albany, California 94706

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036865 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:01:33 AM

City/State/Zip: Atlanta, Georgia 30329

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036866 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:03:28 AM

City/State/Zip: Cambridge, Massachusetts 02139

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036870 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:15:52 AM

City/State/Zip: Boulder, Colorado 80303

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036871 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:16:24 AM

City/State/Zip: Mountain View, California 94043

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036882 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:25:26 AM

City/State/Zip: Oak Harbor, Washington 98277

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036874 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:19:39 AM

City/State/Zip: Tacoma, Washington 98445

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036875 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:22:30 AM

City/State/Zip: Brookfield, Wisconsin 53005

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036877 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:23:16 AM

City/State/Zip: Salt Lake City, Utah 84102

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036879 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:23:50 AM

City/State/Zip: Salt Lake City, Utah 84102

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036880 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:24:17 AM

City/State/Zip: Hayward, California 94544

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036884 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:26:05 AM

City/State/Zip: Los Osos, California 93402

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036890 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:35:26 AM

City/State/Zip: Seattle, Washington 98144

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036922 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:11:23 AM

City/State/Zip: Hemet, California 92543

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036907 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:50:30 AM

City/State/Zip: Santa Monica, California 90404

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036896 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:43:10 AM

City/State/Zip: Atlanta, Georgia 30316

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036910 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:58:07 AM

City/State/Zip: Snoqualmie, Washington 98065

Company Complaining About: Comcast

Description

I favor a completely open Internet. Stay competitive by giving your customers what they want, not by trying to get around the rules.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, and because I'm very hard of hearing, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036905 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:48:00 AM

City/State/Zip: New York, New York 10027

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036908 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:51:13 AM

City/State/Zip: Staten Island, New York 10312

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036909 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 12:57:57 AM

City/State/Zip: Hicksville, New York 11801

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036913 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:03:05 AM

City/State/Zip: Pittsburg, California 94565

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036914 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:03:13 AM

City/State/Zip: Walnut Creek, California 94595

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036935 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/15/2016 1:27:29 AM

City/State/Zip: Davis, California 95616

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036919 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:06:56 AM

City/State/Zip: Granite City, Illinois 62040

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

I have been a long time customer of at&t. I have also been a long time customer of Directv. Should this continue & the larger companies use their "weight" to hurt the smaller companies just trying to support themselves & their families. Small companies trying to live the American dream, I will not only leave both companies but I will do everything in my power to make sure many millions more do the same. I may be small but I am mighty. Just as the companies you are trying to bully are small, they are mighty! Let anyone willing to work hard enough have a piece of the American pie. You are a multi-billion dollar company, and have maintained that status without these greedy changes you are trying to implement. Stop, stop your disgusting GREED! You have enough money, you enough homes, you have enough "stuff"! I despise people who ooze greed from every orifice of their body. For those of you standing beside them hoping to get thrown a bone, well you better open your eyes to what is going on. If they get what they want it wont be a world you, or anyone who isn't "them" wants to live in. Mark my words.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036920 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:09:02 AM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036921 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:10:14 AM

City/State/Zip: Provo, Utah 84606

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036924 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:13:56 AM

City/State/Zip: Overgaard, Arizona 85933

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036926 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:18:06 AM

City/State/Zip: Green Bay, Wisconsin 54304

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036927 - XXXXXXXXXXXX XXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:18:45 AM

City/State/Zip: Chicago, Illinois 60626

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036929 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:22:49 AM

City/State/Zip: Alameda, California 94501

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1036931 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:24:48 AM

City/State/Zip: Ventura, California 93003

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036933 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:26:46 AM

City/State/Zip: Boston, Massachusetts 02113

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036934 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:27:28 AM

City/State/Zip: Thompsons Station, Tennessee 37179

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036936 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:28:56 AM

City/State/Zip: Thompsons Station, Tennessee 37179

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036937 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:29:34 AM

City/State/Zip: San Francisco, California 94117

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036939 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:30:25 AM

City/State/Zip: Denton, Texas 76210

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036942 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:35:23 AM

City/State/Zip: Davis, California 95616

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036946 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:39:39 AM

City/State/Zip: East Hartford, Connecticut 06108

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036948 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:43:10 AM

City/State/Zip: Renton, Washington 98058

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036950 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:46:04 AM

City/State/Zip: Freeland, Washington 98249

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036957 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:57:52 AM

City/State/Zip: Miami, Florida 33133

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036958 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 1:58:29 AM

City/State/Zip: Miami, Florida 33133

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036963 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 2:09:45 AM

City/State/Zip: Escondido, California 92026

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036964 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 2:10:14 AM

City/State/Zip: Frederick, Maryland 21702

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1036967 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 2:16:01 AM

City/State/Zip: Nevada City, California 95959

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036968 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 2:21:12 AM

City/State/Zip: Paducah, Kentucky 42002

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036969 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 2:23:56 AM

City/State/Zip: San Luis Obispo, California 93401

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036970 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 2:29:27 AM

City/State/Zip: Vashon, Washington 98070

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036972 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 2:31:21 AM

City/State/Zip: Kennesaw, Georgia 30152

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036973 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 2:34:56 AM

City/State/Zip: Youngstown, Ohio 44514

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036974 - XXXXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 2:39:03 AM

City/State/Zip: Westland, Michigan 48185

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036980 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 2:49:56 AM

City/State/Zip: White Plains, New York 10605

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036982 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 2:51:20 AM

City/State/Zip: Berkeley, California 94704

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036993 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 3:48:52 AM

City/State/Zip: Huntsville, Alabama 35810

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037001 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 3:56:29 AM

City/State/Zip: Tamarac, Florida 33319

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1036987 - XXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 3:09:10 AM

City/State/Zip: Bellevue, Washington 98007

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037008 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 4:35:40 AM

City/State/Zip: Manassas Park, Virginia 20111

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036990 - XXX XXXX's complaint re: ISP Zero Rating**Date:** 6/15/2016 3:26:32 AM**City/State/Zip:** Gloversville, New York 12078**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1036991 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 3:31:42 AM

City/State/Zip: Santa Rosa, California 95407

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037003 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 4:05:25 AM

City/State/Zip: Dodgeville, Wisconsin 53533

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an former Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037004 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 4:15:58 AM

City/State/Zip: Kinston, North Carolina 28504

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037007 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 4:31:17 AM

City/State/Zip: Concord, North Carolina 28025

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037018 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 5:07:29 AM

City/State/Zip: Santa Monica, California 90403

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037019 - XXXX XXXXXXXXX 's complaint re: ISP Zero Rating

Date: 6/15/2016 5:15:21 AM

City/State/Zip: Worcester, Massachusetts 01606

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037032 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 5:54:37 AM

City/State/Zip: Ormond Beach, Florida 32174

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037012 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 4:52:18 AM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037014 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 5:00:39 AM

City/State/Zip: Fairfield, Maine 04937

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037017 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 5:06:21 AM

City/State/Zip: Santa Monica, California 90403

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037020 - X X's complaint re: ISP Zero Rating**Date:** 6/15/2016 5:19:53 AM**City/State/Zip:** Puyallup, Washington 98373**Company Complaining About:** T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

Ticket: # 1037021 - XXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 5:20:48 AM

City/State/Zip: Stockton, California 95215

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037023 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 5:29:35 AM

City/State/Zip: Galloway, New Jersey 08205

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037027 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 5:35:18 AM

City/State/Zip: Brookings, Oregon 97415

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037028 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 5:37:42 AM

City/State/Zip: Buffalo, New York 14225

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037029 - XXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 5:41:29 AM

City/State/Zip: Dudley, Massachusetts 01571

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037030 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 5:43:24 AM

City/State/Zip: South Jordan, Utah 84009

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037031 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 5:53:46 AM

City/State/Zip: Ormond Beach, Florida 32174

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037033 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 5:58:02 AM

City/State/Zip: Brooklyn, Maryland 21225

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037035 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 6:07:29 AM

City/State/Zip: Raytown, Missouri 64133

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037036 - XXX XXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 6:12:27 AM

City/State/Zip: Visalia, California 93292

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037038 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 6:17:44 AM

City/State/Zip: Orono, Maine 04473

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast/Time Warner messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037039 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 6:21:03 AM

City/State/Zip: Nevada City, California 95959

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037048 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 6:33:10 AM

City/State/Zip: Olean, New York 14760

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037049 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 6:37:29 AM

City/State/Zip: Pembroke Pines, Florida 33025

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037050 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 6:40:46 AM

City/State/Zip: Bronx, New York 10468

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037051 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 6:43:01 AM

City/State/Zip: North Dighton, Massachusetts 02764

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037052 - XXXXX XXX's complaint re: ISP Zero Rating

Date: 6/15/2016 6:43:25 AM

City/State/Zip: Beacon, New York 12508

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037053 - XX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 6:49:15 AM

City/State/Zip: Granville, Ohio 43023

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037054 - XXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 6:50:41 AM

City/State/Zip: Washington, District Of Columbia 20010

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037056 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 6:52:22 AM

City/State/Zip: Des Moines, Iowa 50321

Company Complaining About: Verizon

Description

In America, our forefathers made sure public libraries were free and open to all. The Internet is a part of our 21st Century library, and it should be part of the fiber of our country. Defunding watchdogs like the FCC is unAmerican.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037059 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:06:24 AM

City/State/Zip: Minneapolis, Minnesota 55406

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037060 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:07:17 AM

City/State/Zip: Fair Lawn, New Jersey 07410

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037062 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:11:24 AM

City/State/Zip: Chicago, Illinois 60622

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037064 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:12:00 AM

City/State/Zip: Boynton Beach, Florida 33437

Company Complaining About: AT&T

Description

KEEP THE INTERNET FREE! KEEP NET NEUTRALITY!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037065 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:13:54 AM

City/State/Zip: Corpus Christi, Texas 78414

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037067 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:25:07 AM

City/State/Zip: Nashville, Tennessee 37215

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037068 - XXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:27:46 AM

City/State/Zip: Tallahassee, Florida 32301

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037071 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:40:57 AM

City/State/Zip: Hayward, California 94542

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037072 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:41:32 AM

City/State/Zip: Cambria Heights, New York 11411

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037074 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:45:55 AM

City/State/Zip: Boston, Massachusetts 02115

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037075 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:46:40 AM

City/State/Zip: Muir Beach, California 94965

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037076 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:50:03 AM

City/State/Zip: Estes Park, Colorado 80517

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037091 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:04:26 AM

City/State/Zip: Clinton, Connecticut 06413

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037078 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:52:52 AM

City/State/Zip: Hudson Falls, New York 12839

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037079 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 7:55:17 AM

City/State/Zip: Hagerstown, Maryland 21740

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037096 - XXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:13:03 AM

City/State/Zip: Carlisle, Pennsylvania 17013

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037084 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:00:07 AM

City/State/Zip: Chicago, Illinois 60640

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037086 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:00:25 AM

City/State/Zip: Framingham, Massachusetts 01701

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037098 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:16:28 AM

City/State/Zip: Lockhart, Texas 78644

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037099 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:17:17 AM

City/State/Zip: Elkins, West Virginia 26241

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037100 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:17:43 AM

City/State/Zip: Ben Lomond, California 95005

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037102 - XXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:19:24 AM

City/State/Zip: Milwaukee, Wisconsin 53219

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037121 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:35:29 AM

City/State/Zip: Key West, Florida 33040

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037115 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:31:22 AM

City/State/Zip: Chesapeake, Virginia 23320

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037125 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:39:13 AM

City/State/Zip: Pekin, Illinois 61554

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037122 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:36:33 AM

City/State/Zip: Houston, Texas 77036

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037131 - Douglas 's complaint re: ISP Zero Rating**Date:** 6/15/2016 8:46:53 AM**City/State/Zip:** New York, New York 10029**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037135 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:48:57 AM

City/State/Zip: Albuquerque, New Mexico 87107

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037161 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:07:48 AM

City/State/Zip: Albuquerque, New Mexico 87110

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037140 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:55:58 AM

City/State/Zip: Bel Air, Maryland 21015

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037142 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:58:16 AM

City/State/Zip: Macedon, New York 14502

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037143 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 8:59:23 AM

City/State/Zip: Northbrook, Illinois 60062

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037157 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:04:56 AM

City/State/Zip: Tampa, Florida 33619

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037160 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:07:05 AM

City/State/Zip: Whitman, Massachusetts 02382

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037194 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:22:11 AM

City/State/Zip: Canal Winchester, Ohio 43110

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1037175 - XXXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/15/2016 9:13:49 AM**City/State/Zip:** Pryor, Oklahoma 74361**Company Complaining About:** AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037187 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:18:07 AM

City/State/Zip: Marietta, Georgia 30062

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037190 - XXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:19:58 AM

City/State/Zip: Duluth, Minnesota 55804

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037193 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:21:07 AM

City/State/Zip: Penn Valley, California 95946

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037204 - XXXX XXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:25:41 AM

City/State/Zip: Goochland, Virginia 23063

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037206 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:26:16 AM

City/State/Zip: Garland, Texas 75043

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037209 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:28:46 AM

City/State/Zip: Fairfield, Iowa 52556

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037211 - XXXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:29:52 AM

City/State/Zip: Denver, Colorado 80207

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037213 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:30:26 AM

City/State/Zip: Canton, Ohio 44709

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037215 - XXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:31:34 AM

City/State/Zip: Fishers, Indiana 46038

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037216 - Phil 's complaint re: ISP Zero Rating**Date:** 6/15/2016 9:31:44 AM**City/State/Zip:** Minneapolis, Minnesota 55425**Company Complaining About:** Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

Ticket: # 1037221 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:34:47 AM

City/State/Zip: Conroe, Texas 77302

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

Ticket: # 1037223 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:36:12 AM

City/State/Zip: Iowa City, Iowa 52240

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037224 - XXXX XXXXX's complaint re: ISP Zero Rating**Date:** 6/15/2016 9:36:21 AM**City/State/Zip:** Santa Rosa, California 95403**Company Complaining About:** Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037226 - XXXXX XXXXXXXXXXXX's XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:37:48 AM

City/State/Zip: Denver, Colorado 80218

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037227 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:37:51 AM

City/State/Zip: Denver, Colorado 80218

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037230 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:38:27 AM

City/State/Zip: Pinehurst, North Carolina 28374

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037236 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:41:49 AM

City/State/Zip: Altamonte Springs, Florida 32714

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037309 - XXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 10:17:32 AM

City/State/Zip: Brooklyn, New York 11206

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037249 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:46:39 AM

City/State/Zip: Sunnyside, New York 11104

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037311 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 10:17:40 AM

City/State/Zip: Crossville, Tennessee 38558

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037261 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:51:26 AM

City/State/Zip: Madison Heights, Michigan 48071

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037264 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:52:05 AM

City/State/Zip: Sicklerville, New Jersey 08081

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037266 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 9:53:07 AM

City/State/Zip: Delray Beach, Florida 33484

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037310 - Joseph 's complaint re: ISP Zero Rating

Date: 6/15/2016 10:17:39 AM

City/State/Zip: Austin, Texas 78758

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037320 - XXXXX XXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 10:23:02 AM

City/State/Zip: Flushing, New York 11367

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037314 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 10:18:16 AM

City/State/Zip: Saint Louis, Missouri 63130

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037317 - XXXXX XXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 10:20:49 AM

City/State/Zip: Orlando, Florida 32837

Company Complaining About: T Mobile

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037319 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 10:22:50 AM

City/State/Zip: Baltimore, Maryland 21212

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037322 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 10:24:35 AM

City/State/Zip: Gardiner, Oregon 97441

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037323 - XXX XXXXXX's complaint re: ISP Zero Rating**Date:** 6/15/2016 10:24:36 AM**City/State/Zip:** Chapel Hill, North Carolina 27514**Company Complaining About:** Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037325 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 10:24:58 AM

City/State/Zip: Neenah, Wisconsin 54956

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037328 - XXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 10:26:12 AM

City/State/Zip: Houston, Texas 77004

Company Complaining About: Verizon

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

Ticket: # 1037330 - XXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 10:26:48 AM

City/State/Zip: Brodhead, Wisconsin 53520

Company Complaining About: Comcast

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

Ticket: # 1037334 - XXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 6/15/2016 10:27:22 AM

City/State/Zip: Silver Spring, Maryland 20902

Company Complaining About: AT&T

Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)